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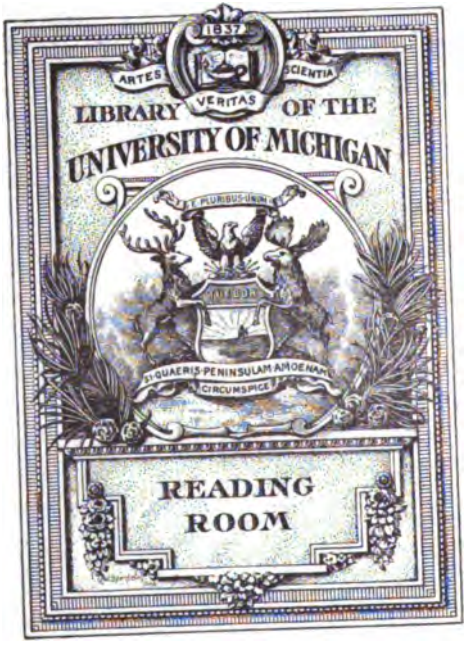
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PASSENGER, BAGGAGE, EXPRESS AND MAIL SERVICE.

FORMING ONE OF THE TWELVE VOLUMES OF THE REVISED AND ENLARGED EDITION OF

12463

THE SCIENCE OF RAILWAYS.

BY

MARSHALL M. KIRKMAN.

PASSENGER, BAGGAGE, EXPRESS AND MAIL SERVICE

DESCRIBES THE GROWTH AND NEEDS OF THE BUSINESS, THE DUTIES AND RESPONSIBILITIES OF CARRIERS, AND THE THEORIES AND PRINCIPLES THAT GOVERN THEM. IT ALSO INCLUDES AN ACCOUNT OF THE RULES AND REGULATIONS NECESSARY TO SECURE ACCURACY AND CLEARNESS IN THE FISCAL AFFAIRS AND ACCOUNTS OF THESE IMPORTANT DEPARTMENTS OF THE SERVICE.

VOLUME V.

CHICAGO:
THE WORLD RAILWAY PUBLISHING COMPANY
1903

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PREFACE.

The accompanying volume represents the practical experience and observation of nearly half a century of work. In writing it I have not sought so much to be original as practical; to write something that, while it might not be the best solution of the subjects treated, yet would be a safe guide to follow. I may say further, that I have not been satisfied to simply recount my own experience, but have sought to supplement it with the experience and wisdom of others, and it is upon the latter ground largely that I venture to offer this volume to railway men.

While the principles underlying the operations of railroads are alike, their methods of business vary. But knowledge of the practices of one renders it easier to acquire knowledge of those of another. Hence the value of descriptive books of this character. While this volume may be used as a handbook, it was designed primarily as a book of reference. As already stated in

its preparation I have supplemented such personal knowledge as I have by reference to the best authorities within my reach.

The first books I wrote lacked perspective. They assumed too much. Took too much for granted. They jumped into the middle of subjects much as a man might fall into an unprotected cistern on a dark night. They made no attempt to explain the matter in hand before formulating the rules governing it; made no attempt to prepare the reader's mind for what was to follow. They were glaringly at fault in this respect. This is the reason why I have permitted them, one and all, to lapse. They did not suit me. I fear I shall never write one that does.

The rules and regulations of railways should be made a medium of instruction to those who seek to learn railway work. Explanation should accompany direction.

Only those who give the most profound thought to the philosophy and practice of corporate life can understand or appreciate its subtleties, its complexity of purpose and method. Explanation is essential in many instances, even to experts in routine work. Wherever it is omitted, the reader must supply it unaided or the writer must weave it into each rule; it is because writers seek to do the latter that the so-called manuals of railroads are so tiresome to read, so difficult to understand

or remember. They are verbose without method, prolix without plainness. Much that I have to say in this book, it will be noticed, is of a preparatory nature. I do not write from the standpoint of the manualist.

The growth of the rules and regulations affecting the ticket business has been very slow, just as progress has been slow in other departments of railway service.

In the accompanying rules and regulations I do not attempt to separate those that relate to accounts from those that relate to traffic. They are in many respects inseparable, so intimately blended, in fact, that it is impossible to assign them definitely to either branch of the service. I, therefore, group them together.

In the accompanying volume I assume, for convenience, that the official affairs relating to tickets are subject to the disposition of an officer known as "ticket auditor."* Upon many roads such an officer is unknown. However, this fact does not change the necessities of the case. Someone must perform the duties. It will, therefore, be understood that whoever this person happens to be, he is recognized herein as the ticket auditor.

The accompanying rules provide that the fiscal affairs of agents and conductors shall be closed

* Upon some lines he is called "auditor of passenger accounts."

on the last day of each month, the amount standing to the debit or credit of each agent or conductor at that time being entered on the journals and general books of the company. However, these rules are not confined to any particular system or practice; they will be found to apply substantially and generally to both daily and weekly systems; they are neither provincial, special nor personal. They are fundamental; such as the requirements of the passenger service demand, without reference to the devices or methods of particular roads.

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BOOK I.

PASSENGER SERVICE.

CHAPTER I.

THE PASSENGER TRAFFIC OF RAILROADS.

The traffic of railways may be divided under two general heads—passenger and freight. This book treats of the former, but only in so far as relates to passengers proper. The handling of baggage, express and mail traffic is discussed in another book. The business of passenger trains and attendant interests and fiscal affairs affords too wide a field to be described in one book.

There are three classes of passenger business—through, local and suburban. Through business is that which passes over the lines of two or more carriers. It takes no account of nations, states, rivers, lakes or transportation systems. Local business is that which begins and ends on the lines of a company. Suburban business (a part of the local traffic) is made up of the people who pass between a city's heart and its suburbs.*

* The Association of American Railway Accounting Officers classifies railway traffic for its purposes as follows: "Through"—Business passing from one terminal point to another terminal point on the same line. This the association allows to be subdivided into "local through" and "interline through." All other business it classifies as "Way." This latter may be subdivided into "local way" and "interline way." On the other hand, state commissioners in some cases classify through

The carriage of passengers by a railroad is in many respects its most important function. In some instances the earnings from passengers are greater than the receipts from freight. In all places, however, the passenger business is of pre-eminent importance because it involves directly the comfort, convenience and safety of the public. The passenger intrusts his person to the care of the railroad company and it is the latter's duty to enforce every reasonable precaution to insure his safety. No liability attaches to carriers for damages where due care and diligence are exercised. Negligence, however slight, renders them liable. In many places the maximum sum which a carrier can be called upon to pay for a human life is limited, while the amount he may be required to pay for an injury is left to the discretion of judges and juries, so that the price put upon an arm or eye is oftentimes greater than the carrier would be called upon to pay if he killed the person outright!

The passenger service adapts itself like a social custom to its environment, according to the company's means and the intelligence and observation of those in charge. To meet every demand to the fullest extent practicable requires adaptability of the highest order upon the part of managers. Only the most watchful and experienced

business as that which passes from one state to another, and local or way business as that which is confined wholly to the state. National commissioners, on the other hand, will draw the line at the borders of the country instead of districts or states.

are able to keep abreast of the needs and possibilities of the service.*

A perfect passenger service is a source of unqualified delight to the traveler. It is the fruit of constant and amiable watchfulness; of daily attention and nurture. Its needs can be understood only by those who make it a study. It demands constant and familiar attention. Its intricacies involve a knowledge of the rights of travelers and the duties of baggagemen, ticket sellers, solicitors, conductors, station attendants and managers. It frequently happens that the number and disposition of trains are not controlled by the traffic manager; this officer, who should understand better than anyone else the needs of the service, has little or nothing to say in regard to changes in time tables or the number and kind of trains; this is entirely proper if he is incompetent—not otherwise. No one not thoroughly *en rapport* with the traffic of a line and skillful in discerning its wants can judge of such matters. Other managers are more likely to be intent upon keeping down the number of employes than in adding new and profitable business. Where the number and kind of trains are determined by the superintendent instead of the traffic manager, the former becomes the traffic manager, and must fit himself to perform the duties of the office. He must be able to consider something besides the effect upon the pay roll of

* Traffic managers and their staffs are described in the book "Railway Organization."

putting on an additional train. He must be able to sum up collateral benefits, including the effect upon net earnings. It is not possible to expect this from men whose sole duty it is to care for matters involving expenditure of money. The superintendent, therefore, when he governs the number and movement of trains, must not only be an operating officer but a traffic manager, with the latter's responsibilities and affiliations. A company that seeks intelligently to build up its passenger traffic and meet the legitimate wants of its patrons will intrust its traffic only to men trained in such matters. It will jealously exclude all others. This is becoming more and more necessary every day.

With the increase in the mileage of railway companies and the growth of their business, primitive methods of determining the nature of traffic and the needs of localities or particular lines, or section of lines, it is found can no longer be depended upon. Such methods still possess value, but must be accompanied by more definite and scientific appliances; means whereby the extent of a traffic and its growth, or decay, and other necessary details, may be known promptly and accurately. The method of arriving at this information is immaterial, so that it accomplishes the end sought. It is probable that it may be most economically accomplished by associating the duty with others of a more practical nature. One company accomplishes it through the aid of collectors and

train agents.* Ticket receivers are placed at terminal and other important stations to collect tickets and other data connected with the business of each train. They are also fully informed in regard to routes and details of tickets, so as to be able to settle differences between passengers and conductors. They are especially trained for their work and are familiar with the ticket department and its methods, including the bureau of ticket accounts. It is the duty of these collectors to compile statements of the business of each train: where the business originates, the length of the haul, the monetary value, and so on. This information, if properly digested, may be made of great practical value in determining the needs of various sections and lines; whether traffic responds commensurately to added facilities, and so on.

However, statistics of this kind are of no use unless those who study them have power to make the information they afford of effective value to the carrier.

The passenger business requires that all its attachés shall be fitted by nature and adaptation for the service; shall be sociable creatures; shall have courteous and obliging dispositions; shall possess tact; shall know when to enforce, when to waive rules; shall be polite, patient and considerate. A boor will never be acceptable

* This is the Pennsylvania Railroad, and its methods are described by Mr. Max Riebenack, assistant comptroller of that company.

to the traveling public; can never be taught politeness, because politeness is based on an amiable disposition. A rude person should never find a place in the passenger department, no matter what talents he may possess.

The purpose of railroads is not alone to afford an investment for capitalists, although this is the original underlying motive. It is also to answer the reasonable wants of the community. The latter requires, so far as practicable, that travel shall be facilitated and expedited; that producers shall be aided in finding markets; that consumers shall be assisted in buying advantageously. As intermediary agents, railways perform functions of enormous value to the community; hence the public concern, its interest, watchfulness and criticisms, the latter oftentimes unjust.

The intervention of governments in the affairs of railways up to a certain point is valuable. This supervisory power, if wisely exercised, is good. It quiets unjust and unreasonable apprehension on the part of the public. But if exercised unduly or with a desire to benefit one class at the expense of another, it is deplorable. In order to secure the greatest benefit that railroads can render the community, they must be left to the direction and management of those who own them. The interest and wisdom of the latter insure wise economy in construction and efficient service afterward.

Railway growth has developed conditions previously unknown, and imposed unexpected

responsibilities. Much better arrangements could in the majority of cases have been made had these requirements been known in advance. This is true of the passenger business generally, but it is especially true of the suburban traffic. Upon many of the older lines this class of traffic was not expected and, consequently, not provided for. Upon new lines, again, elaborate preparations have been made to meet it, based on the experience of older roads, but no such business has come to bless the provident builder.

In the inception of railways it was not contemplated that they should carry passengers. Thus the first road, the Liverpool & Manchester, was built for freight. No equipment was to be provided by the carrier. A certain rate per mile was to be charged for passenger vehicles, the user to furnish the vehicle. The utility of the locomotive had not then been demonstrated, and the purpose was to use the line as a common toll road. The value of the locomotive was very much questioned as against that of the stationary engine. However, its marvelous success at once revolutionized all preconceived ideas and purposes.*

* There is nothing new in the thought of the railway. Its suggestion is found in the ancient ways of Egypt, Italy, Brittany and other countries. The use of iron in connection with it, however, is new, and insensibly the load to be carried has suggested commensurate appliances. In early days the fundamental idea that the adhesion of the wheel of the locomotive was alone sufficient to enable it to progress by the application of power was questioned.

Men unconsciously become attached to a railroad and its ways, just as they do to a barber or tailor, and continue to patronize it oftentimes from force of habit, when better facilities are afforded by rival lines.

A wise conduct of the passenger business requires that as few changes in established methods be made as possible. Thus, the time of arrival and departure of particular trains should never be altered except for sound reasons. To change the time of a train upon which passengers are accustomed to travel annoys and discommodes them as much as to change the hour of their meals or the character of their food without consulting them. In adding new trains, however, the community is always surprised and gratified. Every change in train service should be well advertised, particular care being taken to notify everyone who can be reached.*

Changes in forms of tickets should be carefully considered in advance. From long continued use of a ticket passengers become attached to it and resent interference unless it is made clear that they are benefited. It does not answer an objection of this kind to say that carriers have

*A uniform method of announcing such changes would be highly desirable. Long notice in regard to changes in tourists' routes is especially desirable. In some countries changes in time tables are made only on particular days in the month, so that people are on the alert on those days, and are thus in a measure able to protect themselves against the embarrassments that changes always involve. It is desirable to observe a similar rule whenever possible.

the right to make any changes they think proper. It is to the unwise enforcement of rights such as this that much of their unpopularity is due. Railways must be governed by policy just as shopkeepers are. It is not always what is best for them at the time, but what is most politic and wise in the end.

Changes affecting the passenger service of a line must be carefully canvassed in advance; every detail, every contingency must be thought out. It is not too much to say that those who have discretion in matters of this kind should have great adaptability and practical knowledge of their duties. It would be desirable on many accounts if they should participate personally in the travel they legislate for; should themselves be passengers. Unless they are, they will oftentimes retard rather than help. They will neither understand the wants nor the temper of the public, and will harass it, unintentionally, with unwise innovations and changes. This will not always be the case; indeed, it will be the exception. But without personal knowledge and intercourse, exceptions will occur and, when they do, will occasion the carrier great harm.*

* Not all operating officers of railways will look with friendly eye to the residence of other officers upon the line; the latter are apt to make too many suggestions. Many of these suggestions will be unworthy of consideration. But generally speaking, an operating officer who is disinclined to have his work scanned by co-officers is hardly worthy of being trusted. As well might the treasurer of a company object to having any other officer come into his office during business hours, lest he should find the treasury empty or the clerks asleep or neglectful.

Intimate association of those in charge of the passenger traffic with the traveling public is especially necessary to enable them to become familiar with the needs of the service. These needs cannot be determined from hearsay; the discomforts arising, for instance, from ill-disciplined train force, crowded cars, delayed trains, lack of sufficient trains, imperfect ventilation, defective heating appliances, and kindred annoyances, must be felt to be appreciated.

EUROPEAN AND AMERICAN PRACTICES.

Patriotic prejudices and differences of habit cloud the judgment in attempting to estimate the relative value of the service rendered by railroads in different countries. Many English esteem the American system. Others, again, can see nothing to commend in it. Many Americans commend, others condemn, the English system. It is, however, generally admitted that the service on the continent of Europe is not as good as either. The real facts in the case, however, are that the service of every country excels that of others in some particular. Thus, the discipline observable among railway employes on the continent, and the courtesy with which they treat the public, strike the American and Englishman with surprise. In this respect they excel. Nowhere is so much care taken to protect passengers from danger as in England. Its roads are of the best and the speed of its trains all that could be desired. Again, the railways of England and the continent

have excelled all others in measures taken to prevent accidents at stations and crossings. On the other hand, the traveler in America enjoys greater personal freedom and his comforts are, on the whole, looked after more thoughtfully than elsewhere. But the improved cars being built and the introduction of conveniences and comforts previously unknown promise to greatly modify these conditions so far as England and the continent are concerned. But as the ingenuity of American railway managers devises daily something new for their patrons, it is probable their progressive spirit will keep them in the lead in the strife to please the public.

Passengers in Europe are divided into well-defined classes, viz.: first, second, third and fourth. Four per cent. of the travel is said to be first class, eleven per cent. second class, eighty per cent. third class, and five per cent. fourth class. It is claimed that only lords and Americans travel first class in England. A recent writer, referring to people who use different classes of service in that country, says: "The great bulk of railway passengers now travel by third class carriages. They represent the wagon and cart and the pedestrian travelers of the days of stage coaches. The first and second class passengers may be compared to those who formerly made use of private carriages and fast coaches." Great Britain carries twice as many third class passengers as all the rest of Europe. It has no fourth

class passenger traffic. The people cling to traditions and customs.*

The nearer the different classes of passenger accommodations of a railroad are made to assimilate to each other the more economically the property can be worked. Such disposition admits of higher utilization of space and renders greater economy possible in station and train attendance.

The second class traffic of the English roads is, relatively, much the most productive. It is said the receipts of first class passenger cars are scarcely one-third those of second class, while the first class vehicle costs much more than the second; the expense of maintenance and operation of the former is also greater.

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* I use the term "Great Britain," but should, perhaps, more properly say the United Kingdom. In the United Kingdom the proportion that used railways was nineteen per head of population, but in England it was twenty-five, in Scotland fifteen and in Ireland four. The relation that traffic bears to population in various countries is interesting. In the United States the number of travelers *per head of population* is six; in Great Britain nineteen, as already stated; in Germany five; in France six; in Belgium nine; in European Russia half of one, and in Austria-Hungary one. While the number of travelers in the United States is sixty-eight per cent. less than in the United Kingdom, the average passenger receipts in the United States per head of population are $2.70, as against $3.24 in the United Kingdom, or only sixteen per cent. less. The haul, it will thus be seen, is much longer in the United States than in the latter country. In relation to the number of passengers per mile of road, the statistics of various countries are interesting. Thus, in the United Kingdom the number of passengers per mile of road open is 37,000, in Belgium 28,000, in Holland 12,000, in France 12,000, in Germany 11,000, in the United States 3,000.

The accommodation afforded the same kind of passengers is not everywhere, relatively, the same. In some countries only those of the first class are carried through on fast trains, accommodation trains being provided for others. In Germany, passengers of the fourth class are carried only on freight trains.*

In regard to the different classes of accommodation afforded, the tendency is to build up the lower grades to the level of the higher. Thus the marked distinctions that formerly existed between second and third class in England are disappearing. Many other distinctions that at present exist will, in the end, be swept away. But in their place others, more marked, will perhaps appear. Thus, sleeping and compartment cars used in common will be supplemented by compartment cars for families exclusively, while the use of private cars will very likely grow with increase of wealth and the desire for greater exclusiveness. That the time will ever come

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* Average passenger rates per mile in Europe, according to a late investigation of the French government, are as follows:

Countries.	1st Class. Cents.	2d Class. Cents.	3d Class. Cents.	4th Class. Cents.
France	4.0	3.0	2.2	
England	4.1	3.1	2.0	
Belgium	3.1	2.4	1.6	
Holland	3.4	2.7	1.7	
Germany	3.2	2.4	1.6	0.8
Switzerland	3.4	2.4	1.7	
Italy	3.6	2.5	1.6	
Spain	4.2	3.2	2.0	
Russia	4.8	3.5	1.8	

In the United States, the average passenger rates per mile are: *1st class*, 3 cents; *2d class*, 2 cents.

when all will travel together in democratic fashion is not probable. Distinctions in railway travel will be as marked as they are in wealth and social matters.

UTILIZATION OF EQUIPMENT.

The difficulty that has been experienced in securing the uninterrupted use of freight cars has not been met with in the passenger service. This is partly because the number of vehicles is fewer, but more particularly because they are more generally confined to the use of the companies owning them. When passenger cars are used jointly by two or more lines, a certain number is set aside for the purpose and they are carefully looked after. They are not left on sidings or in the yards of shippers, as freight cars often unavoidably are.

In passenger traffic the disproportion between live and dead weight is enormous. Taking the average number of passengers in each train and the weight of such train, we find that for each pound of paying weight there is hauled about seventy-five pounds of non-paying weight. This disparity is to be regretted, because low rates are largely dependent upon the paying load.* The

* Mr. Dorsey, in his "English and American Railroads Compared," page 12, says: "All roads in the United Kingdom, except the Midland, virtually run six classes of carriages, namely: ordinary and smoking first class, ordinary and smoking second class, ordinary and smoking third class. As it is impossible to fill all of these uniformly, there must necessarily be great loss of room and unnecessary haulage of dead weight." The extra expenses these separations entail can hardly be estimated.

freight rates of American railways are less than one-half the amount charged in Europe, largely because the haul is greater. This is true in some respects of the passenger service, but not to the same extent. The passenger rates of American roads are, however, the lowest in the world for like accommodation.

It is probable that as effective use is made of passenger cars in America as in any country. The managers of American roads who feel annoyed at seeing an empty seat in one of their passenger trains will be comforted to know that in Europe only fifty per cent. of the seating capacity is utilized. In other words, European companies might double their passenger earnings without adding a single car, if it were possible to fully utilize the seating capacity of passenger cars.*

Continental carriers claim for low class fares that not only do the vehicles carry a greater number of passengers than those of the first order, but that the seats are more fully occupied, and that if their transportation facilities could be reduced uniformly to one class, the saving effected would be of great value, both to them and to the traveling public. Under existing circumstances, one portion of a train is crowded while another part is comparatively empty. Their

* It is, of course, impossible to do this. Carriers must furnish the maximum seating capacity required on a train. The result is a number of vacant seats as a rule. This condition of affairs, while theoretically wasteful, cannot in practice be avoided.

policy, therefore, is so far as possible to unify the service. This, however, will not be possible except to a limited extent. But wherever special accommodations are furnished, the carrier should be permitted to charge enough therefor to compensate for the increased burden.*

The difference between the interior accommodations of American cars and those used in England and on the continent is marked. The accommodations of the compartment car used abroad seem to satisfy those who use it. The American pattern is well known to the managers of European railroads, but has been adopted in only a few instances. One reason given is that its adoption would render it necessary to reduce the length of the seats on one side from the length for two persons to that for one, thus diminishing their capacity. This because the car must necessarily be narrower to meet peculiarities of construction.† Moreover, compartments are particularly adapted to the rigid classification of service in vogue where they are used.

It is claimed by those who build and use compartment cars that occupants may communicate easily with the guard of the train. This is not

* This burden in the case of first class passengers has been estimated in England at forty-nine per cent. more than the cost of third class passengers. This, of course, can only be approximate, because there is absolutely no way in which the expenses of the passenger traffic, apart from the freight business, may be determined; the separation of the expense of different classes of passengers is also only approximate.

† Edward Bates Dorsey, M. Am. Soc. C. E., "English and American Railroads Compared," page 8.

generally credited. Indeed, it is the impression of Americans that the personal safety of passengers in England and upon the continent is not reasonably well assured; that women are frequently outraged while traveling alone, and that isolated travelers generally are liable to be drugged, robbed or even murdered. One marked advantage possessed by European cars over those of American build is that they are lighter; that the dead weight per passenger is much less. Another advantage is that the compartment car can be loaded and unloaded quicker than the other. This is undoubtedly true and of enormous importance, especially where traffic is great, as in the case of suburban business.

RATES AND BUSINESS DEVELOPMENT.*

The influence of favorable rates on freight traffic operates correspondingly with passenger business. In a limited way a passenger traffic may be created by lowering rates to places that invite the especial attention and interest of tourists. However, the growth of the passenger business is in the main dependent upon the development of of a country and the rendering of convenient and safe accommodations by carriers.

While passenger traffic may be stimulated somewhat by exceptionally low rates, the experience of railways shows how greatly it may be

* The questions involved in formulating rates are fully discussed in the book "Economic Theory of Rates."

increased simply by providing good accommodations. The enormous development of the passenger traffic of Great Britain is in the main attributed to this—to frequent trains and high speed. Rates have not been sensibly lowered, though the tendency there, as elsewhere, is downward.

The competition of railroads each day grows more complex. It evinces itself in reduced rates and the facilities offered. It is noticeable in the shortening of distances between common points; in the number and speed of trains; in better cars; in skillful and polite attendants; in the smoothness of the track, and finally in the safety appliances and better disciplining of the forces of carriers.

It is a curious and instructive fact that, generally speaking, the reductions of passenger rates in America have grown out of the extra official acts of railway managers; out of the competition and strife of carriers, in fact. There has never been any general or persistent call for a reduction. The people have been very well satisfied. Reductions have been largely the result of superserviceable zeal upon the part of those who sought to build up business by the issue of mileage and other special tickets at reduced rates. The public appetite for low rates has in the main been whetted by the carrier himself.

First class passenger rates are higher in England than in the United States. The speed of English express trains has, however, been

greater than those of similar grade in America. On the other hand, the train service of American roads is better than that on the continent; the speed is higher and trains more numerous, per capita. In fact, the accommodation afforded passengers in America is, on the whole, much superior to that of any other country. Not only in the provision of luxurious cars and attendant delicacies and necessities to which refined people are accustomed, but in the absence of those things which shock our sensibilities. If a thing may be measured by its quality and worth, rates should for these reasons be higher in the United States than anywhere else, instead of lower.

While the tendency has been uniformly in the direction of lessening the cost to carriers for handling freight, it has in many important respects been in the opposite direction for passengers. The disposition of railroad companies to make passengers more comfortable, to add all the time to the luxuries of travel, adds to the cost of the service without, in the majority of cases, increasing the rates. Among these luxuries may be mentioned more frequent and faster trains, the allotment of greater space to passengers, palatial sleeping cars, a costly dining car service, improved and high priced mechanical brakes, vestibule cars, better seats, improved heating and lighting appliances. All these add to the cost of the service without increasing rates, although they undoubtedly have the effect to stimulate travel.

GOOD SERVICE THE RESULT OF COMPETITION AND PERSONAL RESPONSIBILITY.

The chief reason for the excellent accommodation afforded by American railways is the active competition that has existed. To the fact that the responsibility of securing business and pleasing the public has been thrown upon the owners and managers of railways, and has not been assumed by any government officer or bureau. This strife to please has added greatly to the cost of doing business. The major part of this cost has directly benefited the traveling public, but a portion has been non-essential. If the latter could be separated from the former, we should be surprised at its magnitude. However, mankind must accept lesser evils in order to attain great good.

The introduction at stations of placards announcing the arrival and departure of trains, the placing of clocks in conspicuous places, the employment of men to direct passengers, the establishment of bureaus of information, the instituting of lunch counters and receptacles for packages, the placing of boxes into which complaints may be dropped, and many other conveniences, were unknown in the early history of railroads, but are now regarded as essential, and have become, so to speak, public rights.

HYGIENE.

It is not probable that any criticism can be justly made of the accommodations railway

companies furnish their patrons. However, all companies do not display equal intelligence and experience. That the more backward suffer for their remissness there can be no doubt. The public turns with avidity to that line which, all in all, manifests the highest adaptability in meeting its wants; that shows the greatest care for its safety; that exhibits the greatest skill in lessening the tedium of travel by providing comfortable seats, good lights, cars properly ventilated and heated, convenient tables for books and cards, pure drinking water, clean and convenient toilet rooms and kindred accommodations.

As a rule, the appliances of travel are adequate wherever properly cared for and utilized. The most effective appliances are of little value unless attendants are skillful and attentive. The subject is one that is growing in importance and appreciation. This is strikingly illustrated in connection with the heretofore neglected subject of ventilation. The number of deaths brought about by absence of proper ventilation is not known or suspected, and is not regarded by the uneducated and unthinking. But it is probable that more people have died annually from sickness brought about by improper ventilation than from accidents of every kind. With increased wealth and higher civilization, the value of good ventilation assumes its proper place in the regime of life—and, incidentally, of travel. An analysis of the dirt that collects in passenger

cars shows it to be largely made up of particles of iron. If we add to this the noxious gases that fill these vehicles when loaded with passengers, we shall be able to form some idea of the disease breeding condition of an improperly ventilated car. The subject is of enormous importance, and the railway company that gives it the most intelligent and constant attention will gain in the estimation and patronage of the public over those that neglect it. What is said in regard to cars applies with equal force to station waiting rooms.

The proper ventilation of cars is an exceedingly difficult matter to handle. The problem presents obstacles not found in the case of depots. How can a sufficient quantity of fresh air be secured at all times, without creating a draft in the vehicle or admitting dust and cinders? The infusion of air must be constant and according to the number of people the vehicle contains; it must also be accomplished without lowering the temperature unduly. The problem is still an unknown quantity in railway experience. It is the same in home life, and not being able to trace our sicknesses directly to lack of proper knowledge and care, we attach less importance to the subject than we should. However, the subject grows every year in public concern, and, as already suggested, a company that intelligently applies proper principles of ventilation to its passenger service will come in time to be known and patronized in preference to less progressive

lines.* Proper systemization will be a legitimate advertisement, a great business achievement, at once benevolent, kindly, discriminating and sagacious. While good ventilation is essential everywhere, it is especially so in sleeping cars and vehicles used for long journeys. A necessary means of securing proper ventilation is the careful training of attendants. This should be supplemented by the use of automatic devices recording the condition of cars from time to time.

The motion of a car furnishes an effective means of ventilating when it is moving. At other times different means must be resorted to. Whatever the device, it must be intelligently applied; good ventilation means uniform temperature; the cozy atmosphere of home life; the absence of drafts; the exclusion of smoke, cinders and gases. These are to be secured despite the presence of erratic and inconsiderate passengers.

A passenger or sleeping car absorbs foreign matter and deleterious gases like a sponge, and requires much the same treatment to cleanse it. It must be aired and fumigated daily, or at the

* The air in an American car containing sixty people should be changed every minute, it is claimed. "Proper ventilation is closely allied to uniformity of temperature. These two subjects should be dealt with together; and, in fitting out cars with heating apparatus, the importance of supplying fresh, clean air and of taking off foul air without dangerous drafts, should not be overlooked."—*Railroad Commissioners' Report, Massachusetts, 1889, page 10.*

end of each journey. One notable reason for the slow progress that has been made in the ventilation of cars and waiting rooms arises from the fact that those who have immediate charge of such matters, who determine the kind of vehicles that shall be used and the heating and ventilating appliances that shall be adopted, and whose duty it is to see that employes understand and perform their duties, do not frequent the waiting rooms and cars sufficiently to be familiar with the situation and its needs. Inspection and care must be as intelligent and frequent as it is in the case of locomotives and other delicate machinery.

LIGHTING CARS.

The demand of the public that passenger cars shall be adequately lighted has been incessant and importunate from the first. Criticism has been free, and, in the main, unmerited. Such progress has been made as the financial ability of the companies and the devices offered rendered practicable. The situation requires a light that is clean, simple, of reasonable cost, not expensive to maintain, non-explosive, and that through some mechanical contrivance will go out in the event of collision or derailment. It is claimed that heavy mineral oil affords a generally satisfactory light if properly used, so far as cheapness, cleanliness and safety from explosion are concerned. The electric light is the most desirable. It is clean, cool and safe. However, in its present stage of development it is too expensive for

general use. Carbureted air gas, through recently improved appliances, greatly recommends itself. The discoveries are, however, too recent and too ill-defined to make it safe to recommend it for adoption unqualifiedly. The Pintsch system of lighting is favorably considered and is found to work well practically. It contemplates the use of a high quality of oil gas. It is safe and does not afford food for a conflagration in the event of disaster to a train, as oil does.*

STATION AND CAR APPLIANCES AND SANITATION.

While the question of ventilating, heating and lighting cars is one of growing interest to managers and builders, the arranging, heating and ventilating of toilet, waiting and other rooms at stations also invite their attention. The furnishing of effective sanitary appliances, pure water, abundant light and fresh air, is a necessity. Like other details, they require unceasing attention

* The gas is the product of crude petroleum and is stored in tanks at convenient places along the line of a railway; two or more reservoirs or receivers, placed underneath the car, are charged with a supply as needed; this supply will furnish continuous light for a car for twenty-four or thirty-six hours, according to the capacity of the reservoirs. Each burner of the Pintsch light affords illumination equal to eleven candles. In this connection it is proper for me to say that neither in this book nor elsewhere do I design to recommend any particular device connected with the construction or maintenance of railroads. My purpose is to explain methods, principles and conditions. The system of lighting cars and the machinery generally that is used about railroads to-day we know will be superseded, in the natural order of things, by something better in the future.

and skillful handling. The subject does not offer great difficulties. It is a matter of construction and careful, thorough, painstaking executive processes afterward.*

Necessary traffic and hygienic conditions at stations require that waiting rooms should be supplied with adequate means of ingress and egress. The easy conduct of business, as well as the comfort and health of travelers, demands this. Passengers should be able to procure their tickets at all large stations at their leisure, and should be able to reach trains without fatigue or the annoyance of standing in line or waiting an undue length of time. Each year teaches those who build and operate railroads something new in connection with the arrangement of station facilities, and in no country is there so great a desire to cater to the convenience and necessities of the traveling public as in America. While many appliances have been rude, they have been skillfully handled. American managers have taught those of other countries to pay greater regard to the petty wants of travelers. No builder in America would think of constructing a car without providing toilet rooms and a place for drinking water. Such things are not conveniences but necessities. Yet European companies originally made no provision for them. They

*It is probable that railways will sooner or later require their surgeons to exercise hygienic supervision. The positive knowledge they bring to the subject will prove valuable. Other men know little about such matters and should have the advice of experts.

should not only be furnished but intelligently cared for. Thus, drinking water should be abundant and good, and, if necessary, filtered. Ice, if impure, should not be immersed in the water. Receptacles should be cleansed daily, and every precaution taken to secure proper sanitation. Toilet rooms at stations and on cars should receive careful, minute and systematic attention; they too often shock our sense of common decency; to visit them, in such cases, requires the most calloused sensibilities. At country stations, especially, they oftentimes reek with filth and offensive odors.*

* Dr. S. W. Latta, an expert on such matters, says: "Three plans present themselves in connection with water closets at stations: 1st. A water-tight receptacle, ventilated through the roof of the privy, having means for attaching the hose of an odorless excavator. 2d. If means for flushing are at hand, a proper system of land irrigation. 3d. And as seems to me to be the most feasible plan, is to have privies built of a standard size; have a standard box to go under the seat from the back, fitting snugly, made of oak, water-tight with caulked seams. Keep a supply of dry sifted ashes or dry earth, with a small shovel, in a box in the privy, with printed instructions over the box to throw some of the contents over the excrement each time any is deposited. Hold the station agent or track foreman responsible for the proper use and supply of the dry earth and proper disinfection of the boxes, and have a system of sanitary inspection to see that this is done. At stated intervals have the work train at night take away the full boxes and replace them with clean and disinfected ones. The material contents should be hauled to a designated place and dumped, and they could be disposed of for agricultural purposes or buried. Probably the subject hardest to dispose of satisfactorily is the arrangement of water closets in passenger cars; but I believe the earth closets would best meet the sanitary requirements. The present practice is certainly reprehensible from a sanitary standpoint."

SUBURBAN BUSINESS.

Each decade adds to the number and greatness of our cities and commercial centers; the suburban traffic of railroads keeps pace with their number and growth. Trains are run to accommodate their wants. These trains are a part of the lives of those who use them; their bed, table, hearth, are not things of greater concern. The traffic, because of this, is the most difficult of all to handle. It must be cheap, speedy, regular, adequate, and in all things conform to its environment. It presents all the problems of a retail trade; the intricacies of the business of a caterer. It has, also, wholesale characteristics. Thus carriers, in consideration of the purchase of transportation in large quantities, make a reduction in rates. In making this reduction, one of the conditions is that the ticket shall be used within a designated time and only by the person or persons named. It is an agreement between buyer and seller. It is an agreement, however, that buyers often disregard. Those having tickets covering a specified length of time or a given number of rides often loan them to others. The effect of this is, of course, to defraud the carrier. In many cases it is extremely difficult to detect the deception. In others it is practically impossible. However, with increased experience, carriers are able more and more to circumvent the dishonest proclivities of passengers in this respect.

Suburban patrons are acutely sensitive to every change or innovation that is not manifestly to

their advantage. The traffic, however, has much to recommend it to carriers. In the first place there is practically no baggage; this is a great advantage; the business does not involve expensive sleeping or dining cars; station expenses are light; the traffic is generally of uniform grade for particular trains, thus enabling the carrier to utilize space to the utmost, and, finally, there no expenses for advertising or foreign agencies.

The traffic also brings other business and serves in many valuable ways to advertise the carrier. These are great advantages. On the other hand, the traffic is carried at a low rate, while the accommodations are of the most expensive character as regards right of way and terminal facilities. Thus, the space occupied in storing a car in a city may be worth many thousands of dollars. The dangers attending the traffic, if large, are considerable, and demand safeguards of the most expensive character, block signals, overhead crossings, gates, flagmen, and kindred appliances.

The requirements of the suburban service are exacting—an alert, attentive and watchful train force; a sympathetic and responsive superintendent; sufficient way trains for unimportant places; frequent and rapid through trains where business justifies it; above all, a rigid adherence to the time table. It is said that the suburban trains on the English roads are on an average fifteen minutes late. Similar complaint has been made in regard to the service of some of the great Eastern roads of America. If true, it indicates

gross laxity of management. Circumstances impossible to foresee or provide against may, and do, arise to delay trains. But such circumstances are not necessarily numerous. Where proper provision is made, trains will be on time; where it is not, they will be late. In the suburban service of railways not one train in a thousand should be late in arriving or departing.

The densely populated suburbs about our great cities are the result of railway facilities and low rates. Upon many railroads the suburban traffic is carried on at a loss with the hope of prospective profit. Upon a few favored lines this object has already been attained, but the enormous cost of facilities and the expense of conducting this business, including taxes, eat up the revenue unless especially great and remunerative. This is the basis of the stereotyped claim, so often heard in the mouths of zealous railway officials, that suburban traffic does not pay. In some cases it does; in others it does not. The business of one suburban town may be highly profitable; that of another unprofitable. Discrimination must be exercised in judging and in the accommodations provided.

Wherever there is not reasonable prospect that a suburban traffic will be remunerative, carriers should not encourage its growth. Real estate men and speculators who desire to locate and exploit prospective towns should be frowned upon; the carrier will not be able to afford necessary accommodations if the traffic is unproductive, but

assertions that the business does not pay will not shield him from harsh criticism.

Wherever a traffic, suburban or otherwise, is productive, the fact should be frankly acknowledged. Not to do so is hurtful in many ways. It demoralizes a service from top to bottom, making it ungrateful, inattentive, boorish in manner, and inefficient; it builds up a grudging spirit in employes and managers and a hostile clientage. In the freight department of a railroad an official will hasten with alacrity to fill an order for a car. Those in charge of passenger affairs should hasten with equal zeal to meet current wants of a community and foster the growth of localities by adding such facilities from time to time as circumstances require.

PASSES.

The American public views the issuance of a pass with extreme jealousy. No one enjoys a favor of this kind, however just, but it excites suspicion, perhaps enmity. There are many divergent views in regard to the use of passes. Those familiar with the subject and most competent to speak believe that the privilege has operated steadily to the advantage of the public and the carrier. The subject came up for consideration in the early life of the Interstate Commerce Commission of the United States, a most august and efficient body. It said:* "One of the minor and meaner phases of this abuse is the

* Third Annual Report, page 11.

distinctive preference shown in various ways by employes, both in service and civility, to holders of passes, as if discrimination by free carriage includes discrimination in treatment of passengers." This criticism, while intended to be accurate, is not altogether so. The fact is, railway employes are not on the whole kindly disposed to those who hold passes. They are imbued with the instinct of their calling—the desire to make the property profitable. They, therefore, regard deadheads as a deterring cause and for that reason look upon them unkindly. I think the commission was misled through those who were not in the habit of using passes but who viewed with jealousy and apprehension such as did. However, the abuse, if it was an abuse, has been greatly ameliorated by recent legislation. This legislation, however, has happily still left the carrier free to favor those in his employ, which he does with no grudging spirit. The exception is kindly and wise. It fully meets the approval of the commission referred to above. "It is obvious for many forcible reasons," say the commissioners, "that the most amicable relations should exist between the railroad companies and their employes, and that the latter should feel that the companies are disposed in all proper ways to manifest an interest in their general welfare. The compensation of these employes is low, the service exacting and often hazardous, their opportunities to give attention to domestic affairs are very limited, and, as a rule, they are dependent

almost entirely on their compensation for the support of their families. It is clearly for the interest of these employes to reside at points on their roads convenient to their business, where homesteads can be acquired and costs of rents and living expenses are moderate. Such locations may often be some distance from points required to be frequently reached by members of their families, such as schools and markets, and it would seem reasonable, and no more than an equitable part of their compensation, for the company to carry the wives and children of its employes free, or at low rates, for fairly necessary purposes."

TICKET SCALPERS AND OTHERS WHO PREY UPON THE TICKETS OF CARRIERS.

Every interest, great or small, has its attendant parasites. One of the parasites that has fastened itself upon American railways, sapping to some extent their vigor, reducing their revenue, circumscribing their usefulness and retarding their development, is the trader known as the ticket scalper. He establishes himself in the centers of population and causes it to be known that he will buy unused tickets and sell them again to travelers at a less rate than they can be bought of the carrier. The Interstate Commerce Commission very justly comments upon the practice as illegitimate and reprehensible and one of the worst evils incidental to the operation of railroads.*

* Fourth Annual Report, page 49.

It places the gains of these traders in the United States at a million dollars annually. This is depriving the railroad companies of a corresponding amount of net earnings. The operations of the ticket scalper, however, are not always confined to the purchase and sale of tickets. He sometimes alters their tenor and conditions, when gain is to be secured thereby, thus adding forgery to his business. Nor is he in every case adverse to buying a pass if he can sell it again. In many instances he has been known to buy uncanceled tickets of dishonest railway employes, thus directly encouraging rascality. Altogether he is an interesting and unique figure in trade. For many years he found a fertile field for his operations in the practice of carriers of making through rates at lower figures than between intermediate points.*

The ticket scalper does not confine himself to any particular method. He will buy anything he can sell at a profit. If a large gathering is to be held at some central point to which the railways

* "For instance, the price of a ticket from Chicago to Denver is $28.15, and from Chicago to Pueblo the same, and some of the various routes from Chicago to each of these points lead through the other. The rate from Chicago to Omaha is $12.75, thence to Denver $18.15, and Denver to Pueblo $4.65, total $35.55. If three passengers arrange to travel separately for each of these parts of a journey on the understanding that the first one is to buy the ticket in Chicago through to Pueblo and pass it along at Omaha to the next one just as he gets aboard the train, and so on, and the three prorate the total cost, each will save something over the price of a ticket for his own particular journey." —*Railway Age and Northwestern Railroader, April 29, 1893.*

make reduced rates, he will "at once advertise throughout the surrounding region that those who are going to that city one way merely should buy round-trip tickets as though they were going to return, and that for the return coupons of those tickets he will give so much. Then he advertises in the city where the convention is to be held that he will sell tickets to passengers going in the opposite direction at a lower price than the regular tickets. Both the passengers make something, as well as the scalper."*

The practice of ticket scalping is fruitful of wrongdoing. It supplies the dishonest with a means of disposing of stolen property and thus encourages fraud. It compels carriers to throw around their tickets cumbersome safeguards, expensive to themselves and inconvenient to the public, which might otherwise be avoided. It makes the carrier reluctant to grant low through rates or reduced fares for special occasions except under irksome restrictions, thus retarding the development of traffic and limiting the facilities of the community. And finally its pecuniary benefits accrue wholly to an infinitesimal number, the amount of these accretions being filched from the legitimate profits of carriers, and so depriving the community of judiciously invested capital to just that extent.

When it is remembered that a railroad ticket is simply a receipt given by the carrier to the passenger as evidence of a contract entered into

* "Railway Age and Northwestern Railroader."

by the company to carry that particular passenger from and to a certain place at a certain price in consideration of his buying a given amount of transportation, and that the law requires the company to sell its transportation at published prices, the illegality and injustice of ticket scalping are markedly apparent. It will be abolished in the United States, it is probable, in the course of time. Particular states have passed laws looking to this end, but the suppression of the evil requires the enactment of a national statute forbidding the sale of tickets by anyone except the carrier, and providing for the redemption of unused tickets.* The scalper "has no necessary, useful or legitimate function. He is a self-constituted middleman. All railroads have accessible and convenient offices and agents for the sale of tickets. The public can be fully accommodated by the regular agencies of the roads without the intervention of superfluous and obtrusive middlemen."† However, the ticket scalper is not the only one in the community who preys upon the railroad companies or aids others in doing so. Man's ingenuity is taxed to the utmost in every direction to defraud carriers. The efforts of railroad companies to circumvent such practices occasion the community inconvenience and the carrier a great deal of expense. Preventive efforts

* Such a law is in force in Canada, with the result that there is not a single scalping office in the Dominion.

† Fourth Annual Report, Interstate Commerce Commission, page 50.

have been only partially successful. It is a never-ending struggle between the carrier and the person who would rob him of the legitimate fruits of his calling. It is like the struggle between the law and the law-breaker. "Up to this date all the efforts to prepare a form of railway ticket which cannot be altered and misused have failed. 'Safety paper' and 'indelible ink' have proved useless. Punch marks, used to indicate dates of limitation, have been filled up and new ones made with a success which almost defies detection. Written and printed 'destinations' to short-haul points have been changed to long-haul points with a skill that evades the scrutiny of the most careful and experienced train conductors, and all of this is done at the expense of railway revenue."*

TICKET COMMISSIONS.

A practice peculiar to American companies is that of paying commissions to agents of other lines on tickets sold by such agents over the line of the company making the payment. The practice is not as general as formerly, nor is it uniform. It was prompted in the first instance by the desire of a particular carrier to obtain and retain the interest of ticket sellers employed by other carriers, and thus build up his traffic and break down that of his competitors. So long as only he paid commissions, it was doubtless an

*Extract from paper by George H. Heafford, read at the World's Railway Commerce Congress, Chicago, 1893.

advantage to him. But the moment his competitors also commenced to pay commissions, the advantage was lost. The practice is vexatious, some lines favoring and others disfavoring it. One side claims that the payment of commissions is a fair compensation for services rendered and offers inducements to ticket sellers to familiarize themselves with routes and facilities; the other side asserts that the expenditure is needless, and that indirectly the margin allowed for commission may be and is frequently used to reduce rates. The practice, it is apparent, would long since have died out had it not offered advantages to particular interests. How great these advantages are or how their possessors will be compensated in other directions, if at all, for their relinquishment, it is impossible now to tell.

CHAPTER II.

THE BAGGAGE OF PASSENGERS—METHODS OF HANDLING SAME.

[NOTE.—This chapter formed the subject of a paper by the author of this book, read before the World's Railway Commerce Congress at Chicago, June 9, 1893. The questions relating to baggage, express and mail traffic are treated of in the books devoted to those particular subjects. However, as this chapter was written apart and treats of the matter more particularly from the standpoint of passengers, it finds an appropriate place here.]

The baggage traffic of railways is an important adjunct to their business. It has not, however, appealed so strongly to carriers as other classes of traffic, because not directly a revenue producing agent. This latter circumstance does not arise from any lack of inherent value of the service performed, but from the fact that the traffic is accessory merely. The rate charged for the passage ticket of the traveler covers, incidentally, his luggage, so that the latter does not seem to produce any revenue at all. It is thus lost sight of in the returns and forgotten. The enormous importance of the baggage traffic to travelers, however, has compelled railroads to adopt comprehensive and far-reaching methods for handling it. It is not a matter in which they may consult their own convenience, nor have they sought

to do so. Their methods generally are in harmony with the extent and profitableness of the passenger business, of which it is a part.

Travelers may reasonably expect carriers to adopt a system of handling baggage which will subject their patrons to the minimum expense and trouble. This involves among other things the attainment of the following ends:

First—That passengers shall be inconvenienced or delayed as little as possible in receiving, checking (billing) and re-delivering their baggage.

Second—That, so far as the nature of the route and the extent of the traffic warrant, all baggage shall be checked through from the point where a passenger purchases his ticket to his destination, and that at all junctions and transfer points it shall be attended to by the carrier without the intervention of the passenger.

Third—That baggage shall go forth upon the same train as the passenger and both reach their destination simultaneously.

Fourth—That the passenger shall, when he delivers his luggage to the carrier, be given a receipt or token, upon presentation of which the luggage will be delivered at destination without the personal intervention of the passenger.

Fifth—That the baggage shall be carefully and intelligently guarded and its good condition maintained while en route, and that, in the event it goes astray, the appliances of the carrier shall be such as to insure its prompt recovery and transmission to the owner.

Sixth—That the carrier shall be responsible for any loss or damage the baggage may sustain while in his possession, caused by his negligence, and that all just claims shall be promptly adjusted.

Seventh—That from the moment the baggage passes into the hands of the carrier to the time of its arrival at destination, the passenger shall be relieved from all anxiety concerning it.

The foregoing requirements are, in the main, fairly complied with by carriers generally the world over. The dissimilarity of conditions that prevails in different countries, and, in many cases, lack of knowledge of what is best, prevent facilities being uniformly excellent. Comparisons show, however, that no particular country excels in every detail. While one country may be pre-eminent in one particular, it will fall short in another.

CHECKING SYSTEMS AND DELIVERY.

Stated briefly, the system in vogue in the United States for checking (billing) baggage is as follows: The railway companies provide, in duplicate, small brass plates, tags or labels, called "checks," stamped with distinctive numbers. One check is fastened by a leathern strap to the baggage and the duplicate given to the passenger. The duplicate is the carrier's receipt for the property. Upon reaching his destination, the traveler surrenders his check and receives his baggage. The means the carrier employs for marking the baggage with its destination are as follows: To

each station on the line of a railroad a distinctive number is given. Thus, its Chicago passenger station will, we will say, be No. 1. When baggage is received for transmission to that city, a small pasteboard tag or label, marked with the number 1, is slipped on the strap that holds the check. This method, of course, applies only to business beginning and ending on a company's own lines, called "local" business. Other methods are adopted for baggage passing over two or more roads, which is called "interline" or "through" business; these we shall notice later.

Stations are kept supplied with local checks in the following manner: To each a certain number of checks is allotted, say, for example, checks numbering from 150 to 850. These are charged to the agent by the proper official (called the "general baggage agent") at headquarters, who keeps a minute of each check so supplied. As fast as the checks are taken up at other stations, they are sent to the general baggage agent and by him forwarded to the station to which they belong, to be used again. This process is forever being repeated. Under this plan, officials in charge have but to know the number of a check attached to a piece of baggage to be able to tell the place from which it was checked, also the date and train; they refer to their records to ascertain the station at which the check was issued, and from the returns rendered ascertain when and for what train it was used. This information is of great value in tracing lost

baggage and locating damages sustained by property while in the company's possession.

In checking interline business, the details are somewhat different. To illustrate: We will suppose that the agent at Boston desires to check a package over certain lines to San Francisco. To do this he uses a metal check, such as described, on one side of which is stamped Boston to San Francisco, the initials of the lines over which the baggage is to pass, and the number of the check. The reverse side of the check reads San Francisco to Boston, and the same initials and number. When the agent at San Francisco receives this check he retains it until occasion for its use in sending baggage to Boston arises. These are known as "reversible" checks, and are supplied only to stations at which interline tickets are sold. To provide for those cases to which the reversible check is not applicable, a device known as the "shell" check has come into use. This gives promise of displacing the reversible check and becoming the general method of checking all interline baggage. The "shell" consists of a piece of metal with its edges so bent as to hold a card. It is attached to a strap and has impressed upon it the name of the company to which it belongs, and a distinctive number for identification. The card checks used in conjunction with it are also numbered distinctively; they show the point of departure, route and destination of the baggage, and are made in duplicate, one being inserted in the shell and the

other given to the passenger. When the shell is detached from the baggage at its destination, it is sent to the official of the company that owns it, who forwards it to the station to which it is assigned, in the same manner as ordinary checks described above.

The foregoing methods of checking baggage originated in North America and are in the main confined to it. In other countries different systems are in vogue.

In England no receipt, or token, is usually given the passenger in exchange for his luggage. The railways simply paste upon the package a label, which has printed upon it the name of the station to which it is destined. Arrived at his journey's end, the traveler points out his property and it is delivered to him. The practice of billing baggage through over connecting lines is not generally prevalent there, the passenger himself attending to the transfer. To Americans this plan seems primitive and to possess no favorable feature except its simplicity. Nevertheless, there is no local outcry against it, and we are assured that instances of fraud upon railway companies (which would seem to be so easy of perpetration) are very rare.

On the continent of Europe the custom is for the carrier to give the passenger a receipt for his baggage. The receipt is numbered and specifies the weight of the baggage. A way bill numbered correspondingly to the receipt, and indicating the destination of the baggage, is pasted on the

package. Another paper corresponding to the two mentioned is retained as a record by the agent who forwards the baggage. The presentation of the receipt is accepted as evidence of ownership and authority for delivery of the baggage. The plan is simple and ingenious.

The criticism upon the European method of handling baggage is the requirement that all baggage, no matter how light or trifling, shall be weighed. This, it is claimed, is unnecessarily cumbersome and tedious. It is difficult for us to understand why, when a piece of baggage is palpably under the weight prescribed for free allowance, it need be weighed.

The method adopted on the continent of Europe for billing baggage is superior in many respects to that in vogue in the United States, if we eliminate therefrom the vexatious practice of weighing every package presented for carriage, which need only be done, it is apparent, when it manifestly exceeds the free allowance. The blanks used in billing in Europe can be kept securely with less trouble and expense than the metal checks we use. They are less likely to be lost or stolen. They can be made more difficult to counterfeit. They cost less originally. They involve less labor in accounting. They cannot so easily be attached to or detached from packages by unauthorized persons. Finally, they are simpler in many other ways. Our metal checks can be easily detached from their leathern thongs by the evil-disposed, and other checks of which

they have duplicates substituted therefor; the metal check is easily counterfeited by the crudest machinist; it is cumbersome and not comparable to a diminutive, clean and neatly engraved slip of paper which the traveler may carry in his purse.

Under the paper check system it is possible to so simplify the work that all the forwarding agent has to do is to insert in the blanks the number of the station to which the baggage is destined. On the other hand, the metal check is imperishable. But this merit is offset by the objections named and by the fact that it is costly in the first instance, while its redistribution and the accounting it necessitates involve considerable expense.

Under the metal check system a serious cause of loss and annoyance is the "mismatching" of checks, by which is meant the attachment of a check bearing a certain number to a package and the giving of a check bearing a different number to the passenger. This mismatching is usually brought about by mistakes in arranging and assorting the checks for distribution and use. Under the paper check system, hundreds or even thousands of them may be bound together in book form, each bill or check and its correlative forms being numbered consecutively by the printer. In this way no two sets of blanks could ever by any possible means bear the same number, so that the danger of mismatching would not exist.

CLAIMS FOR DAMAGES—LIMITATION OF LIABILITY.

Under the laws of all highly civilized countries the carrier is held to be an insurer of the baggage he transports, so far as losses or damages occur through his neglect or carelessness. To this extent carriers are liable pecuniarily for the safe transmission of such property.

In addition to the dangers from accident and wreck that must always menace baggage, the carrier has to contend with conditions thrust upon him by his patrons. Thus, many packages delivered to him are unreasonably bulky or heavy, insecurely fastened, or too frail to withstand the ordinary usages of travel. In the operations of business a single porter is generally called upon to handle articles, hence if the package be unwieldy or unduly weighty it must of necessity receive rougher usage than would otherwise occur. Moreover, the traffic must from its nature be handled hastily. There is no time for deliberation; for the studying of processes. Another danger that menaces baggage, for which the carrier is responsible, is the venality and carelessness of employes and others having access to it.

These and other dangers that menace the luggage traffic necessitate the establishment by carriers of comprehensive methods for protecting such property, for discovering it when missing and for making prompt reparation to the owner in the event of loss or damage. The practice in

the United States when baggage is missing is to send a description of it to each station where it may have inadvertently been carried, with instructions to agents to make careful search for the lost article. If this search is thorough, it results in the discovery of the property, unless it has been destroyed or removed from the company's premises. Agents are also required to report periodically to the carrier all property at their stations not called for, or for which they have no bill; also all property claimed but not on hand, and which, therefore, has presumably been lost or delivered at a wrong station; all property that has been damaged in transit, and so on. Examination and comparison of returns of this nature facilitate the discovery of missing articles and the elucidation of the facts relating to those lost or damaged.

In the conduct of the baggage traffic, many articles remain in the possession of the carrier not claimed by their owners, but, as a rule, they have little value. They usually consist of cheap articles of clothing which owners will not put themselves to inconvenience to reclaim, such as umbrellas, canes, wraps, books, periodicals, etc. The law generally requires that unclaimed property shall be held by the carrier for a certain length of time, and in some cases advertised, after which it may be sold by the company.

The limitation of the carrier's pecuniary liability for baggage lost or damaged varies in different countries, but in none is the carrier

responsible for property carried as baggage which is not properly such.

In England the responsibility of the carrier is limited to fifty dollars by law for such articles as jewelry, silks, laces and furs. In France he is liable for such jewelry and moneys as passengers may have in their possession, required by the wants of the journey. In Italy and Austria, if the value of the baggage is not expressly stated when delivered to the carrier, the passenger can only claim compensation for its loss or damage at a specified rate per pound; but the carrier is compelled to insure the baggage if requested, upon being paid a fee therefor. In Spain there is no limit to the carrier's liability, but if a passenger whose baggage contains jewelry, precious stones, bank notes, moneys and securities, does not exhibit them and state their value, the carrier is not responsible for their theft or loss. In the United States the responsibility of the railroads for baggage is practically unlimited; nor have they the power to limit their liability except by formal and specific contract with the owner of the property. If, however, the passenger deceives the carrier as to the value of his baggage, the latter's responsibility as an insurer is discharged; but it should be noted in this connection that unless the carrier enquires as to the value of the property and the passenger fails to disclose it, this is no fraud upon the carrier and his responsibility remains. Thus, a lady has been awarded seventy-five thousand dollars by courts

for laces and jewels, claimed by her to have been lost while in the hands of the carrier.

RESTRICTIONS OF QUANTITY.

The quantity of baggage a passenger may have carried without extra payment varies in different countries. On the continent of Europe it averages about fifty-six pounds; in England the first class passenger is allowed one hundred and twenty pounds; in the United States it is generally one hundred and fifty pounds. For baggage over and above this, the passenger is called upon to pay a sum in addition to his passage money. The rate varies according to circumstances, not only in different countries but in different parts of the same country.

There has been in the past much difficulty experienced in the United States in the collection of charges for excess baggage, i. e., baggage in excess of the amount that may be carried without extra charge. This has arisen principally from the attempt to compel payment at the starting point. The time available for weighing and billing articles and collecting therefor has, in consequence of the haste of passengers, been found inadequate for the thorough performance of the duty. Hence more or less of the revenue that ought to have accrued to carriers for services rendered in this direction has been lost. With time and increased experience, the methods of carriers have become more elastic and a remedy for the defect has been found in the adoption of a

rule that permits or enforces collection at the place to which the baggage is destined. Excess baggage upon which the charges are not prepaid is marked "C. O. D." (collect on delivery). This sign is the mandate to the receiving agent to make the collection.

As the business of the baggage department grows, methods for collecting the earnings from excess baggage must be such as to permit of all this revenue being garnered. This cannot be done if the charges must be paid arbitrarily at one end of the route. The arrangements for collection must be as flexible as in the case of freight traffic. It may be desirable to have charges prepaid, but whenever property in possession of the carrier exceeds the value of the charge he makes, he cannot refuse to allow such charge to follow the goods to the point of delivery.

NEEDS OF THE BAGGAGE SERVICE.

In the handling of baggage, as in all other matters connected with transportation interests, the revenue that accrues therefrom should determine the nature and extent of the facilities afforded. It does not matter that this revenue is indirect; that it is embraced in the passenger's ticket; it is none the less real on that account. As to the justness of such an arrangement, men will differ as their interests appear. As a matter of fact, however, there is no equity in charging a passenger who has no baggage the same rate as one that has. The custom is, however, firmly

established and will, it is probable, never be changed, or if changed the process will be slow. In this connection it must be remembered that not only is the carrier put to expense in providing facilities and men for handling the baggage at the point of departure, en route and at destination, but he is also compelled to insure the property; so that the outlay is under the most favorable circumstances very great.

The merging of the earnings for the transportation of luggage with those for the transportation of passengers works unfortunately for the baggage department. This department, in consequence of this arrangement, does not receive the encouragement that it would if the results of its efforts were apparent from day to day, as they are in other departments of the service. There can be no doubt that the force engaged in this branch would be stimulated by such an expression of usefulness. Men of the highest ability in its service would be greatly multiplied and appliances of the most comprehensive order would be employed to add to the usefulness and earnings capacity of the department; its wants would be studied with exhaustive particularity, as they are in the case of the passenger and the freight business, with a view to stimulate its growth.

The baggage of railroads exceeds, generally, their express traffic. It is also of much greater value relatively. Yet, in its handling only a few officials are employed, while in the conduct of an equal amount of express business many

supervising managers of the highest business capacity known are engaged and paid salaries commensurate therewith.

Carriers, as well as those in charge of the baggage department of railways, would be stimulated directly and indirectly by a better understanding of the earnings capacity of the baggage traffic. Upon the profitableness or otherwise of the baggage traffic measurably depends the facilities to be accorded.

As to how the earnings of the baggage department may be ascertained, men will differ. A safe division as between passenger and baggage would accord to each a proportion based on the relation that the cost of each bears to the whole. As the two kinds of service are inseparable, it is not too much to say that their earnings capacity is relative.

CHAPTER III.

PASSAGE TICKETS AND THEIR ORIGIN.

In improving and cheapening means of travel, other conditions have been precipitated; collateral incidents; details of business.

The transportation of people precipitates a multitude of attendant duties and responsibilities; among them the duty of providing for the safety, comfort and convenience of those transported, and the maintenance and efficient management of the property involved.

This last embodies all the concomitants of business, including the proper development of the earnings power of a property and the due guardianship of what is earned. The last named duty, coupled with the mechanical one of handling the business, has given rise in railway practice to innumerable observances and devices intended to facilitate affairs and lessen cost. One of the simplest of these, yet withal the most effective and widely known, is the device we call a passage ticket. It has all the efficacy of an elaborate contract. It is at once an order and an acknowledgement; a means of travel and an assurance of safety.

Over the use of this simple device the carrier finds it necessary to watch with unflagging

interest; to trace it from the time it leaves the printer's hands until it is finally taken up by the conductor and examined at headquarters. It is not a new idea. The material of which it is made and the manner of manufacturing may be new, but the idea itself is probably as old as the world. In early times it was made of clay or papyrus instead of paper; that is all the difference. That the traveler who patronized the rude conveyances of Accad, or took ship from Memphis, was required to provide himself with a ticket, just as he is to-day, it is only reasonable to suppose. The instinct of thrift would have suggested this safeguard, if nothing else had. The tickets were written in cuneiform characters or hieroglyphics, instead of letters, and when taken up were redistributed over and over again, just as railway tickets were when first introduced.

Indeed, the first tickets railways used were quite as primitive in their way, it is probable, as those of the ancients. Since 1840, however, progress has been varied and rapid. The necessity of the situation has stimulated the understanding of men. So that in place of one form of ticket, of rude construction, we have many, each adapted with nice precision to its particular use. This is a fine illustration of man's capacity; of his ability to grow when occasion demands. But because of the technical nature of the work, his efforts have hardly been noticed or recognized. It is because the field is esteemed that of the scribe or clerk,

This was true before the growth of corporations. But it is not true to-day, and will be less true to-morrow.

Corporate accounting has become as much a study as astronomy, law, medicine, metaphysics. It is as much a necessity as common honesty in public servants. The field it opens is as boundless as the instincts, passions and cravings of men. Indeed, it takes cognizance of all these traits and, in a measure, helps to regulate and control them. That is one of its principal functions. The accompanying volume treats incidentally and particularly of one of the minor branches of corporate accounting—that relating to the passenger traffic of railroads. Its purpose is to see that what is earned reaches the treasury of the owner promptly, safely and fully.

In the operation of a railroad, every person who handles freight, sells a ticket, or moves a train, weaves a thread in a vast network or web. This web, with its intricacies of detail, its vast ramifications, its customs, traditions and enactments, is the operating department—the great physical machine by which business is carried on. It is to a railroad what the artillery, cavalry and infantry are to an army; it is its fiber, bone, brain and muscle—the directing and propelling force. It is made up of every extreme—of men of the highest aspirations and the lowest; of the truthful and the untruthful; of those who are faithful, of those who are not; of men of great ability, of men of mediocre attainments; of men of energy,

of those who are slothful; of wise men and of fools; of men who are experienced and those who are not. The accounting department is the clearing house in which the results of these men's actions are determined; here are the scales in which they are weighed.

From the standpoint of the proprietor, a corporation is a pure democracy, in which all employes (including officers) alike serve a common interest. But in order to enforce the principle the responsibility of each must be enforced. This necessitates knowledge of their acts; accurate and intelligent accounting. This latter is vital. The results it discloses concern the reputations of individuals and the fortunes of men; the reputation of the servant and the fortune of the owner.

The method of the accountant must be adaptable to its needs. It must take account of every dollar earned; of every dollar expended; of all the collateral acts incident thereto; must afford not only a true account of moneys handled, but of the acts of those concerned directly and indirectly.

The accounting officer of a railroad creates nothing except the appliances he uses. But with the growth of great corporations and the necessity of employing vast armies of men engaged in manipulating values and in handling material and money belonging to others, the office has greatly changed. The vastness of the interests involved has revolutionized its duties

and responsibilities. Formerly the accountant was a clerk. He has become a prime factor.

Corporate life cannot be maintained without an adequate system of accounting; responsibility cannot otherwise be attained or enforced. It is the natural medium between owner and servant; the lens through which the former sees his property; the channel through which the latter makes clear his faithfulness. If wisely administered, its influence reaches every nook and corner of the service, stimulating the worthy and admonishing the unworthy. If feebly or unwisely administered, it quickly becomes a cover for incompetency and a cloak for improper practices. This fact owners recognize and act upon more and more every day.

Railway practice may be summed up in a word. It is the duty of the operating department to take care of the business, to provide therefor; of the traffic department to make rates, to attend to the procurement of business; of the accounting department to look after the receipts and expenditures, and to make full and true returns thereof.

CHAPTER IV.

EVOLUTION OF PASSAGE TICKETS.

The forms used in corporate accounting are as important as any of the physical forces by which business is carried on. Those who build an engine expend all the skill they possess in its construction. They learn something new from each machine; learn to avoid former mistakes, to discover new and better methods. All progress is due to such efforts. This is the secret of improvement in our means of conveyance; to it we are indebted for the increased smoothness, safety and durability of our roadbeds; for the improved cars we ride in. This spirit animates all who work for railroads. We discover it in the signal service, in the more expeditious movement of trains, in the increased facilities at stations and in the greater security we enjoy.

This spirit finds marked expression in the accounting department of railways, and is not the less valuable because unknown and lacking in general interest to the public.

There is nothing that interests the world less than the duties of accountants; their forms, methods, habits and idiosyncrasies. The subject is dreary, redolent of vaults and the mold of

crumbling ledgers. Who was ever able to approach the subject of accounts without a shudder? Yet no one can understand them unless he bends all his energies and understanding to their elucidation. The surfeit of drudgery is a necessity. Singularly enough, the duties of accountants are, oftentimes, not more to their taste than to that of other mortals. But the gloom and despondency with which they oftentimes approach their subject lends to its perusal afterward a horrible fascination, like the story of the Ancient Mariner.

Men who are familiar only with the accounts of merchants and bankers can have little appreciation of the accounts of a railroad. The latter are as varied, prolix, intricate and exhaustive as the accounts of the former are simple and easily understood.

The appliances of accounts used by the merchant may be numbered upon our fingers; those of the railroad run into the thousands. They wind in and out, each distinct, yet part of the whole, supporting and assisting each other like the complex parts of a great machine. Every form serves a particular purpose, while the aggregate indicates the measure of intelligence and experience of the builder.

An accounting officer should be something of an artist. Those having charge of the accounts of railroads must have the power to produce effects, to utilize space, to curtail labor, to attain precision. They must possess the element of

adaptation, the application of means to ends, natural adjustment. No matter how actively they pursue their duties, they will never be able to say they have mastered all possibilities; that they have nothing further to learn.

In corporate life the utility of the accounting officer is only partly based upon his experience and talent. He is the creature of those about him, and in order to accomplish anything must possess the tact and skill necessary to win their support. His duties require that he should blend the art of the courtier with the plodding industry of a blacksmith. He is too often only a blind egotist, pushing forward without discretion or tact, only to meet rebuff, cruel and disheartening. And this, instead of consolidating his purpose and intensifying his ardor, too often destroys his enthusiasm, sours his temper and lessens his interest. The field occupied by the railroad accountant requires that he should be something more than a puppet; something more than a clerk. This is now generally recognized and acted upon.

Men identified with corporations as a rule try to accomplish too much. They too often seek to familiarize themselves with the duties of an empire when they should be content with a township. They interest themselves in a multiplicity of things without attaining proficiency in any. They seek to impress the world with their versatility, their fecundity, when they only impress it with their ambition and vanity.

The accounting officer of a railroad, when he enters upon his duties, should dismiss from his mind all desire or hope of preferment in any other field. By confining himself to this one he may hope to achieve success; may hope to accomplish something creditable, and that is the greatest blessing he can confer upon mankind, the greatest heritage he can leave.*

The limited income of railroads and the volume of their clerical work suggest the adoption of every possible device by which labor can be saved. This is the secret of the innumerable forms they use. In each an effort is observed to reduce cost; to afford the information required at the minimum expense. The printed time tables, classifications, tariffs, contracts and devices of the accountant are illustrations of this.

The forms used in ticketing passengers evince the skill and ingenuity of those in charge of such matters; nothing could more admirably answer a given purpose. They are so ingeniously arranged and so terse and clear as to need neither explanation nor instructor. They are probably as fine an illustration as we have of man's ability to meet successfully every emergency, no matter how varied its requirements. The progress made in the manufacture of iron and steel, and in the construction of engines and cars, finds its counter-

* The reader will find an account of the accounting officer and his duties in the book, "Railway Organization." The question of accounts also comes up prominently in many other volumes. It is a very important subject to corporations.

part in the manufacture of tickets and the appliances used in the traffic of railroads. The ticket esteemed perfect to-day will be discarded to-morrow to meet some new want, to answer some new discovery by which receipts may be made more secure, expense reduced, or convenience heightened. And in this field, where the public is so greatly concerned, the introduction of an improvement should be coincident with its discovery.

There is no other form used in connection with the affairs of railroads, it is probable, that corresponds in importance with the passage ticket. So far as the carrier is concerned, it bears the same relation to his affairs that the freight way bill does. Both are alike vital, alike necessary to him. But while the public is interested in everything concerning the ticket, it neither knows nor concerns itself about any other form of the accountant.

The ticket accounts of carriers are much easier to understand than those relating to freight. The passenger buys his ticket and pays his money therefor. This simplifies matters very much from the standpoint of the accountant. He neither knows nor cares who buys the ticket. But in handling freight he must examine and receipt for the property; must exact a shipping bill recounting the name and address of the consignee; must give a receipt for the property, perhaps a bill of lading; must define therein his responsibility. When the goods reach their

destination he must hunt up the consignee; must secure his acknowledgment; must collect the charges, whatever they may be. This frequently requires days and weeks, sometimes months. The details fill a volume.* All this trouble is happily avoided in the case of tickets. The passenger does not need to be inspected. He loads and unloads himself. If he grumbles en route, or tears his coat, or staves in the top of his hat, the claim agent is not concerned.

The same ingenuity that has been displayed in providing tickets adapted to every want has also been exhibited by those who print them; by the manufacturer, in inventing machinery that will produce them in unlimited quantities, cheaply, quickly and accurately. Some of the greatest printing houses of the world are thus engaged. The appliances they use are unique and exhaustive. Those who manipulate them constitute a world in themselves, unknown and unsuspected by the general public.

The forms used in ticketing passengers in the early history of railroads were, as already stated, very imperfect and crude, and subjected the traveler to many inconveniences. Thus, in passing from one road to another, he was compelled to purchase a ticket and recheck his baggage at the junction of each road over which he passed.†

* See book "Freight Business and Affairs."

† One time an ordinary way bill, very similar to that used in billing freight, was used in ticketing passengers. I have a copy of such a bill. It is dated December 26, 1834. It contains

At first many of the tickets in use were printed at the place where sold. They were not dated or numbered. Afterward it was thought best for the carrier to print the tickets, but it was not until railways had been in operation many years that the small card ticket now so generally in use for local passengers was introduced, with its attendant dating stamp. Finally, the idea of numbering the tickets consecutively was suggested. All these changes were great strides in the direction of convenience and authentic accounting. Previously, tickets sent to headquarters by conductors were assorted, audited and returned to agents to be sold a second time. This process went on until the tickets were so soiled and worn as to be no longer legible.

One of the devices of early days was to print passage tickets for different months in different colors. Those who traveled forty years ago will remember the orange, red, blue and green tickets then in vogue. It was an inspiration of the accountant to economize work and facilitate results.

The case used for storing tickets at stations is of comparatively recent date. At first tickets were kept in pigeon holes and drawers, or in the pockets of agents. Afterward, as the practice grew of printing the destination on the ticket, little compartments were provided for storing the

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a column for passengers' names, the number of seats they occupied, where from, where to, the amount they paid, and by whom the money was received.

tickets so that they could be conveniently reached and sold in consecutive order. This was another great advance, especially in the opportunity it afforded the accountant to audit sales.

Great progress has also been made in the devices used for interline tickets—the peculiar forms used in ticketing passengers to points on other roads. These forms were at first exceedingly crude, but because of the intelligent and continued effort of those interested they to-day vie with the most complete pieces of machinery in the world. The commercial traveler's ticket, commonly called the "mileage ticket," is the result of many years of study and experiment, until, compared with its prototype, it is perfect. But this device, like every other form, is destined, without doubt, to suffer still further changes, until in time, through the combined genius and industry of innumerable men, it will become practically perfect. Another want that has invited much attention, but without corresponding response, is a device for ticketing local passengers to stations to which printed tickets are not provided. Nothing, it may be said in conclusion, is determined finally in regard to the passage tickets of carriers; each year sees some betterment, or some new form introduced. The kind and number of tickets in use by particular roads will depend always on the extent and nature of their traffic. This will never be the same on any two roads.

CHAPTER V.

PASSAGE TICKETS—SYSTEMIZATION, SAFEGUARDS AND FISCAL METHODS.

No man or class of men can lay claim to all the improvements that have been made in the forms of tickets. Generally speaking, however, the credit belongs to the general ticket agents. Their office has been co-existent with the operation of railroads, and their efforts to perfect the appliances used in ticketing passengers have been constant, intelligent and thorough.

To the early and systematic organization of the general ticket agents' association in America the public and the railroads are more indebted than is commonly known. Under its scrutiny all the phases of transportation that affect the comfort and convenience of passengers and the growth and protection of the interests of the carrier have been looked after. To the early and intelligent attention it gave the matter we are indebted for our comprehensive method of settling accounts between carriers for through passengers and baggage. The comparatively perfect method we possess for handling the passenger and baggage traffic we owe more largely to the individual and collective efforts of the general ticket agents than to those of any other class. In devising forms

of tickets, particular men have been active—the inspired few, the men of inventive genius, discoverers in this particular field. But progress in the main is due to the general passenger and ticket agents as a body; to the momentum they have given the subject.*

The enormous sum that it has cost the railways to bring their ticket system up to its present high state of efficiency it would hardly be possible to compute in dollars and cents. The discovery of a better method of ticketing passengers has ever been the signal for a change. This change has involved in many cases not only a new supply of tickets, but new machinery for manufacturing the same. A perfect ticket has been the end aimed at; a ticket that could be used for the greatest number of purposes, convenient for the passenger, of minimum size, simple, easily handled, and surrounded withal with the greatest number of safeguards. This has been the objective point, and is still.

In no department of industry has greater skill and energy been displayed than in handling railway passengers and baggage. To the owners of railways we are indebted for our ability to traverse vast continents safely, conveniently and

*Among these may be mentioned Thomas Edmonson, George Bailey, H. C. Marshall, W. A. Thrall, Andrew McNally, James Charlton, Charles J. Stromberg, C. P. Leland, A. E. Little, A. V. H. Carpenter, G. H. Heafford, and others. A full description of the offices of the general passenger agent and the general ticket agent will be found in the volume "Railway Organization."

swiftly; in many cases without transfer of person or property. To them the community is indebted for the trade that travel engenders, as well as for the convenience and pleasure it affords. But in reference to the internal interests of the carrier, his ability to collect his passenger receipts is largely due to the efforts of the general passenger and ticket agents.

Railways pursue different methods in handling their ticket accounts in America, but they are not so varied as in freight matters. Agreeing in the main, each company pursues in minor details that which seems to it best; that which the character of the property, the nature of the business and its extent suggest. Thus, the officials who handle the tickets are not the same on every road. The custodian of tickets differs; as a rule, however, the general ticket agent has charge. He orders such supplies as are needed, and disburses them as they are required for use. Afterward, when taken up and canceled by the conductor, they are sent to the ticket auditor. Upon many lines this office is also held by the general ticket agent.

The returns of agents and conductors for tickets sold and fares collected on trains are usually sent to the ticket auditor. This office is designed as a check upon the custodian of tickets and those who sell or collect them. He is the audit officer of passenger accounts, whether the position is held conjointly with that of general ticket agent or alone. The office is one of great trust,

requiring an exhaustive knowledge of ticket affairs, and especially a knowledge of practicable methods of enforcing accountability.

The supply of tickets that a great railway company keeps on hand to meet the requisitions of business from day to day represents, in the aggregate, a fabulous sum—an amount hardly to be computed in dollars and cents. When sent to agents for use they are invoiced, just as jobbers invoice the goods they send to country merchants. In every case the recipient is charged, much as he would be if horses were sent to him instead of tickets.

Tickets are numbered consecutively, and each ticket is charged to the agent to whom it is sent.

It has been the aim of railways from the start to require passengers to procure tickets before entering the cars. In some cases arbitrary measures are taken to attain this end; in others it is sought by indirect means, such as levying an extra charge upon those who neglect to buy a ticket. Whatever the means, the measure of success attained has not been great. In England and on the continent the great importance of passengers buying tickets before entering the cars was understood from the start and measures taken to exclude them unless so provided. In the United States little attention was given this matter, because of the extra cost it entailed in building. Latterly, however, an attempt is being made, in a desultory way, in the great cities to enforce the restriction. As our population

increases and railways grow in experience and wealth, it will receive more and more attention. But it is not too much to say that for a long time at least only spasmodic effort will be made in this direction.

By many railroad companies the procurement by the passenger of a ticket before entering the cars is considered all the check that it is necessary the carrier should throw around the business. This, however, is not enough, as those familiar with the experience of English roads know. Passengers in England are not only compelled to buy tickets before entering the cars, but agents are employed to collect the tickets from passengers after they have been examined and canceled by the conductor or guard. Nevertheless, irregular practices creep in, as we are informed. Collectors are employed upon many roads in the United States. Upon others inspectors are employed who board the train at infrequent and unexpected times and make a careful audit of the conductor's accounts.

The practices of American roads in regard to reporting tickets sold vary, as in other things. In some cases specific returns are required from agents for each train, the tickets sold being compared afterward in the office of the ticket auditor with the tickets returned by the conductor. This method of accounting is as effective a check on the business as anything possibly can be, but is far from conclusive because of the fact that many who buy tickets do not use them at once. Other roads only require daily returns of tickets

sold. Others esteem weekly returns sufficient. Upon other roads only monthly returns are required.

Upon the great bulk of roads it is probable the tickets collected are compared with the report of tickets sold. But the practice is not by any means universal, no attempt being made, in many cases, to see whether the tickets collected are reported or not. This seems very remarkable; very much like accepting the amount of cash a freight agent turns over without looking to see whether it tallies with his collections.

The tickets returned by conductors should be assorted and compared with the returns of tickets sold by agents. Common precaution requires this to prevent the use of fraudulent tickets, duplicate numbers, and so on. The work is one of considerable magnitude, as it requires to be done with great particularity. The methods practiced by railways in enforcing this check vary. Each accounting officer adopts such system as seems to him best, and he changes it as he acquires greater experience and skill. Ultimately out of these experiments a perfect system will grow; not one, but many, for practices in this respect, as in others, will vary according to organization, to the nature of the business and the extent of the property.

Nor is the time of auditing the accounts of agents and conductors uniform upon different roads. In some cases it is done weekly; in others monthly. The latter plan seems to be the

one most generally followed in America, influenced, no doubt, by the fact that settlements between roads on account of tickets are made once a month.

In accounting, the amount charged to agents for local tickets sold, also to conductors, is credited to earnings; the amount charged for interline tickets is credited to earnings and to the lines in interest.

The forms used by railroads at headquarters for registering and apportioning tickets are generally economical and effective. They are not uniform, however, but are such as the experience and talent of those in charge suggest.

The method of accounting between railroads for interline tickets is very simple. The company that sells the ticket is required to report to the different lines over which it passes the proportion due each respectively. This report must be made in the month following that in which the sale occurs. It is accepted for the time being without change. In the event of error or omission, the company in fault is required to make correction in a subsequent report. This practice of accepting the return without alteration renders settlements between carriers easy and expeditious. All that it is necessary to do, when the returns have been exchanged, is to strike a balance and the creditor company draws for the amount. No correspondence is necessary and there need be no delay. Except for this simple system of accounting, it is probable that a

clearing house would have been needed for settling the joint ticket accounts of railroads. We owe our escape from this dilemma, as we do from so many others, to the skill and foresight of the general passenger and ticket agents.

The practices of railroads in regard to auditing the ticket collections of conductors are not uniform, as already noticed. The same is true in regard to the cash collections of conductors; the majority of roads require the conductor to give the passenger a receipt in each instance. In some cases this is a duplex form, the amount, date and other particulars being indicated by the manner in which the ticket is punched by the conductor. In other cases a written receipt is given. Upon many roads passengers are allowed a rebate upon presenting these receipts to the company.

In all cases the efficacy of the checks and safeguards thrown around the collections of conductors depends upon the thoroughness and skill with which they are enforced. In the hands of a man possessing adequate authority, experience and energy, they may be made to accomplish everything desired. In the hands of another man lacking any one of these essentials, they will fail. Everything depends upon the manner of enforcement.

It is the experience of those familiar with such matters that conductors and agents are alike interested with the carrier in surrounding receipts with every necessary and proper safeguard,

and wherever proper measures are taken, wherever tact and intelligence are exercised, they are found effectively co-operating with him in this direction.

The accompanying rules and regulations are based upon the theory of concurrent knowledge and responsibility; that men are desirous of doing what is right; that they are naturally honest; that they are trustworthy. But because of the fact that there creep into the service of corporations, where so many men are coming and going, a few who are not actuated by fixed principles or stable aspirations, certain checks and safeguards are necessary. These precautionary measures should be limited to the emergency they are intended to cover. They should be simple and essential. When they overstep this, they become speculative, illogical and extravagant.

CHAPTER VI.

DESCRIPTION OF THE DIFFERENT KINDS OF TICKETS USED BY AMERICAN RAILROADS.

[NOTE.—The use of the word "interline" in connection with the ticket business is new in railway nomenclature. Tickets good over two or more companies' lines are called "Coupon" or "Foreign" tickets; those that a company sells being in some cases designated "Home Coupon," while those sold over its lines by other companies are designated "Foreign Coupon." When the word "coupon" was first adopted, coupon tickets were not used except for interline traffic; they are now used for local business as well. Hence, the term no longer indicates the character of the ticket. For this reason all tickets good over two or more companies' lines are called "Interline Tickets."]

The different kinds of passengers that railway companies carry are illustrated by the tickets provided. We have, therefore, only to study the latter in order to be able to enumerate the former.

A passage ticket is at once a record and a receipt; a means of travel, and, within certain limits, a policy of insurance for the traveler and his personal baggage.

The practices of railways differ in the adaptation of tickets, as they do in other things. Nor are the forms exactly alike. They are, however, generally similar. It is probable that the practices of railroads more nearly conform to each

other in the use of tickets than with reference to other matters relating to accounts. What I have to say in connection with the tickets in use is not designed to be exhaustive, only illustrative, explanatory; intended, in a measure, to prepare the reader to handle tickets; to understand the accounts.*

The practices of carriers vary greatly in the use of tickets. One company will have many more forms than another, multiplying their use indefinitely whenever there is the slightest call. Another company will be more circumspect. Another parsimonious. A happy mean, here as elsewhere, is the best. There is no fixed rule. The character of the management, the nature of the business, and relation to other carriers, determine in the main what is done.

Nor are the practices of companies alike in regard to the adoption of improved devices. Who shall determine what is best? That which is best for one company may not be best for another; financial ability and the volume and character of a business are prime factors. A rich company can afford luxuries for its passengers impossible in the case of a poor neighbor. But, aside from these inherent differences, the qualifications of those whose duty it is to decide what is best differ just as they do in other departments

* This is of more importance than is generally supposed, because of the fact that many ticket sellers and conductors do not have time in advance to familiarize themselves by practical experience with ticket accounts and the manipulation of tickets.

of the service. One officer will stand out stubbornly against the introduction of a new device; another will adopt it at once. Men are also retarded by ignorance and prejudice. No officer knowingly likes to have his company surpassed by others in the fitness and convenience of its appliances. If he errs, it is because of egotism, or his want of knowledge.

A passage ticket, when properly executed and issued in exchange for a consideration (fixed by the seller), constitutes a legal obligation on the part of the carrier to do and perform for the purchaser a certain service, specified on the face of the ticket or implied.

Tickets are of two kinds, limited and unlimited; those that must be used within a given time and those that may be used at any time.

There are various ways of limiting a ticket. In some cases its limitation is printed upon its face; in others it is written in by the agent who sells it; in others it is indicated by punching out the year, the month and the day of the month, in which it expires. Many desirable objects would be attained if tickets could be limited to the trains for which they are sold. The idea is not impracticable. Effective measures, however, it seems would have to be made for the redemption of such tickets as were not used. Thus, if not used on the train for which sold, they should be redeemed at the ticket office where sold; if a return ticket, then at the point of return. The sale of unlimited tickets is an incongruity. If we buy a barrel of flour, the

price we pay is based on its worth to-day. If we buy a barrel of flour deliverable next month, the price is based on the rate for next month. This is also true of other values. If we wish to go to the opera or theater, we buy a ticket for a particular night, not for any night. This should be the case in regard to railway tickets. Tickets thus limited could not be used again, nor would they be available for the uses of "scalpers," either openly or covertly.

As already stated, tickets are separated into two classes, local and interline; those for sale to local points, those for sale to points on other lines.

Local tickets are usually for sale at every station where there is an agent. Interline tickets are not usually sold except at large stations, or where there is a general demand for them.

Different forms of local tickets are provided to meet the wants of the public.

The accommodation afforded passengers may be divided into three classes—first, second and third. Upon many lines the service is limited to one or two classes.* Distinct forms of tickets are usually provided for different classes when the amount of business warrants it. In some cases, however, forms already in use are utilized, making a second or even a third class ticket out of

* First class passengers in America are really made up of those who use sleeping and drawing room cars. It suits our democratic taste, however, to class them with those who travel in first class day cars.

one of the first class, and so on. This is done by writing, stamping, punching, or otherwise.

Tickets cannot be raised from a lower to a higher grade.

Excursion, tourists', convention, fair, harvest, land, and other tickets sold at reduced rates and under particular restrictions are frequently only readaptations of forms used for other purposes. Ingenious and careful officials in this way save their companies expense.

LOCAL TICKETS.*

The ticket with which the public is most familiar is the small pasteboard card ticket upon which is printed the point of departure and the destination. It is simple and easily stored and handled.†

Another form of ticket is that on which either the place of departure or destination is written or otherwise indicated. It is used both for single and round-trip tickets.

Several forms of mileage tickets are in use They are good for five hundred miles or multiples thereof. The mileage ticket was designed,

*Upon some roads local tickets are known as "Simple" tickets.

†It appears to have been invented by Thomas Edmonson, agent at Milton, Scotland, about the year 1840. He printed it with a wooden hand stamp and portable type, numbering the tickets afterward with pen and ink from zero upward. Later on he invented the dating stamp and a case in which to keep card tickets. The card ticket, dating stamp and ticket case were practically the same as those in general use to-day. He also compiled a system of returns of ticket sales to headquarters, adapted to the ticket he had invented.

primarily, for commercial agents, but its use has been greatly extended.

To meet the wants of those who travel constantly between given points, commutation tickets are provided, good for a certain number of rides or for a given length of time. These forms are used mainly by suburbans, students, visitors at sanitariums, and frequenters of pleasure resorts. Every commutation ticket is designated by a form number.

All tickets are numbered progressively.

Card tickets, as already stated, have the place of departure and destination printed upon their face.* They are only used between stations where there is considerable travel. Card tickets are easily sold, afford no opportunity for mistakes in issuing, and cannot be altered without disclosing evidence thereof. The card ticket can be read at a glance by conductors, and otherwise accelerates their work. It is the most desirable form of ticket in use, for the reason that a record of it is not required to be kept by the agent at the time of selling. It is numbered consecutively, so that to know the commencing number on hand at the beginning of a month and the number on hand at the close of a month is to know the number sold. The use of a card ticket can be more effectively guarded by the accounting department at less cost than any other form. These

* It will be understood that wherever the word "Card" is used in connection with a ticket, the point of departure and place of destination are printed on the ticket.

important and valuable considerations make its use desirable wherever sales are sufficient to warrant it. But it is not possible to lay down a fixed rule for determining just what stations shall be supplied with such tickets. When the average number of passengers ticketed from one station to another amounts to say twenty-five a month, a company will not err greatly in providing card tickets for use in such cases. In the absence of instructions to the contrary, agents should therefore make requisitions for card tickets under such circumstances. This rule, it will be understood, applies to all classes of card tickets.*

Upon many lines round-trip card tickets are not used. They are sold only between stations for which round-trip rates are made. The round-

* Generally, reference to a card ticket without any special designation implies a first class ticket, upon which the points from and to are printed. In other cases the character of the ticket is specially designated, as second class card ticket, third class card ticket, half fare card ticket, round-trip card ticket, etc. The different classes of card tickets, in addition to having a printed designation of the class upon the face thereof, are usually printed on different colored cardboard, so that they may be easily distinguished one from another, and where full and half fares are not provided for by separate and distinct card tickets, it is customary on many roads to reduce the full ticket to half fare by cutting off one corner, except in the case of round-trip and excursion tickets; these latter cannot be so reduced. Second and third class tickets are usually limited as to the time within which they must be used, the date of expiration being entered in the place provided on the face of the ticket; moreover, it is generally required that the trip of those who use these tickets shall be continuous, and this fact is specifically stated on the face of the ticket. However, such matters are conventional.

trip card ticket has duplicate numbers on either end. It has a dotted line or indentation printed in the middle between these numbers, dividing the ticket into two equal parts, one for the going, the other for the return passage. The first half reads from the selling station to the destination. The other the reverse of this. On the outward trip the conductor detaches the first half of the ticket and sends it to headquarters. On the return trip he takes up the other half.

Excursion card tickets are not generally kept in stock at stations, but are supplied upon requisition as needed—say when fifty or more tickets are required for use at one time. Requisitions for these forms should be made far enough in advance to afford time for printing.

Excursion tickets are good for a round trip and limited as to time and the trains upon which they shall be used.

Parlor and sleeping car tickets are provided under arrangement. They are specific. Holders are required to have a regular passage ticket. In issuing, the agent inserts the date of sale, time of departure of train, name of car and number of seat or section.

To meet the demand for tickets to stations for which card tickets are not provided, a blank ticket is used. It is generally printed on safety paper, numbered consecutively and issued in books of one hundred tickets. It is called a "Book Ticket" because thus bound. Some term it a blank ticket because the destination (and in

many cases the point of departure) is written in by the seller. Attached to each ticket is a stub or record on which the particulars of the ticket are noted by the agent at the time of the sale. This the agent keeps. The book ticket is used in place of the card ticket when business is not sufficient to warrant furnishing the latter.*

One form of book ticket is used for parties, the number of people being entered on its face by the seller.†

The most common forms of book tickets are first class one way, half fare, second class, round trip and excursion.

The book ticket is used in ticketing passengers at special rates. In such cases the agent notes the word "Special" across the face of the ticket if it is not printed thereon.

The book ticket is frequently used in ticketing passengers who are returning from places to which they have been granted reduced rates.

It is also used in honoring requests of the government for more than one person—say a company of soldiers.‡ It is also used to cover the

*Various devices have been invented to take the place of the common book ticket. The latter form is objectionable on many accounts for ordinary use and will undoubtedly sooner or later be supplanted by something better.

†When a party consists of over twenty-five persons other provision is required to be made, as conductors cannot readily check so many passengers on one ticket. In such cases each passenger should be supplied with a ticket, except in the case of troops.

‡When issued for state militia the agent is generally instructed to write "Militia" across the face of the ticket; if for United States troops the words "U. S. Troops" should be used, and so on.

transportation of corpses, the word "Corpse" being written across the face of the ticket by the agent.

The different kinds of book tickets are interchangeable in emergencies, but, generally speaking, agents should keep themselves supplied with such forms as they need.

The ordinary half fare book ticket may be used for a half fare second class ticket by writing the words "Second class" across its face. The half fare book ticket is used upon many lines in ticketing clergymen, evangelists, missionaries, sisters of charity and others similarly classed.

An ordinary book ticket may be reduced to a half fare ticket or to a second or third class ticket by thus designating it plainly, in writing, across its face.*

The mileage ticket in use by railroads is well known. There are many different forms. It is sometimes printed in book form. The book is made up of coupons, each coupon representing one mile (on uniform pages containing from twenty to fifty coupons). Sometimes a long narrow strip of paper is used instead, folded like a pocket map, so as to be inclosed within the covers; across this strip horizontal lines are printed, each line being numbered progressively from one to the highest number of miles for which the ticket is good, say a thousand miles.

* Tickets intended to be used in particular cases should, however, be so used provided they are in stock. Substitutes should only be used when the regular form is not on hand.

Each horizontal line represents a mile and the conductor detaches as many miles as the passenger travels. Both kinds of mileage ticket are in use. They are subject to substantially the same rules and regulations. Every mileage coupon bears the initials of the issuing road and the distinguishing consecutive number of the ticket. In consideration of the low rates at which mileage tickets are sold, they are in many cases limited to the use of the purchaser, who is required to sign a contract to that effect printed on the cover. They are also limited as to time. Provisions of this nature vary, however, on different lines and on the same line at different times. A cardboard mileage ticket is sometimes used; it has numbers printed along its margin, each number representing a certain distance. These numbers are punched out by the conductor as the ticket is used.* Mileage tickets are designed to meet the wants of those who travel a great deal. They are sold only by particular agents, under arrangement; but they may be obtained by other agents upon requisition on the proper officer. In emergencies they may be procured from the nearest agent who has them in stock. Their sale is restricted.

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* In connection with this ticket and others like it, it is a good rule, whenever a ticket is to remain in the hands of the passenger, and no portion of it is detachable when used (for the purpose of remission to the accounting officer), to have an auditor's return attached; when the ticket is first presented for use this return is detached by the conductor and sent to headquarters as a notification that the ticket has been sold and is in use.

New forms of mileage ticket intended as improvements on the old are continually being introduced. The strife for something better reaches every nook and corner of the service.

Two other forms of local tickets may be noticed. They may be designated as local coupon tickets. They are usually sold at reduced rates. These tickets are used for land, harvest and other excursionists. They are sold to meet a particular exigency, and because of the disposition of travelers to take unfair advantage of the opportunity they afford, certain restrictions are thrown around their use.

Excursion and other cheap round-trip tickets are limited. Sometimes they have three coupons attached—the middle one being a reminder to the purchaser of his obligation to have the ticket stamped and certified at the return point. The other two cover the passage going and returning. Excursion tickets are frequently printed in blank so that they may be used at any station where needed. In such cases the selling agent is required to insert both the starting point and the destination in reverse order on the coupons. The forms used for tourist, land, harvest and other excursionists are not uniform, but the same conditions, substantially, attach to all.

Various forms are provided for what is known as commutation business—a business furnished mostly by suburban residents. One style is printed in book form very much like the coupon mileage ticket. Each leaf of the book is made up

of perforated coupons, each coupon representing one ride. The number of pages is circumscribed and each coupon has printed upon it the form and number of the ticket and the stations between which it is good. These particulars agree with the details printed on the cover of the book.

Another style of commutation ticket, and one in very general use, is a card with numbers printed on the margin, each number representing a ride between the stations named on the ticket. These numbers are punched out in their order by the conductor.* Commutation tickets are also provided, good for a month, six months, a year, and so on. There should be attached to each commutation ticket two records, one for the agent to retain and one for the conductor to detach and send to the ticket auditor. There are three forms of commutation tickets—individual, family and common. The individual ticket has the purchaser's name inserted. It is signed by the buyer and is forfeitable if presented by any other person. Family commutation tickets are good for any member of a family.† Common commutation tickets are usually limited to one year from date of sale; they are good for bearer between the stations named on the ticket.

Commutation tickets usually contain a proviso that because of the reduced rate at which they are

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*In regard to tickets generally, it is a *safe* rule to require that a coupon or ticket shall be returned to headquarters for each passenger carried. Any other system is liable to abuse.

† They are sometimes made to include visitors.

sold they will be good only for continuous trips and on such trains as stop regularly at the stations named on the ticket.

The foregoing list of local tickets comprises the principal forms in use throughout the United States. There are, however, many special devices used. Experiments and changes are constantly going on. All great improvements originate in this way. One of the most ingenious of the special devices in use is a ticket designed to take the place of the local card ticket. Its author points out many advantages for it. It requires that each agent shall be furnished with a ticket printing machine and an automatic register; these are combined; also with metallic dies containing, separately, the names of stations for which tickets are to be printed. These dies are arranged in a case by themselves. The machine incloses a roll of pasteboard two inches in width, upon which may be printed, say, a thousand tickets numbered consecutively. When the agent has occasion to sell a ticket he selects the die, inserts it in the machine and pulls the lever. The destination is thus printed upon the ticket. By the same mechanical operation, and simultaneously, the ticket is detached and dropped upon the counter. The machine also contains another roll of narrower paper upon which a record is printed. The names of the stations are printed in duplicate on the dies, one for the ticket and one for the register. The rate is also inserted in the die for the register, so that the

machine automatically records the destination of the ticket and the rate for which the agent is accountable. The roll containing the register is not cut, but exhibits a continuous record of the business of the day in shape to be footed, the stations and rates being under each other and near together. The train for which a ticket is sold may also be indicated on the register. At the close of the day the registration is detached and summarized and the results entered on the book for reporting and other uses. It is then forwarded to headquarters. The common book ticket already described is used in ticketing passengers to stations for which there are no dies.

INTERLINE TICKETS.*

Of all the different forms of tickets invented, this has been of the greatest benefit to the public. It enables the traveler to pass successively over as many lines as he desires without being required to buy a separate ticket for each. Except for its use he would be compelled to watch, day and night, for the junctions of connecting roads, first, that he might buy a ticket, and second, that he might have his baggage rechecked. All this anxiety, this multiplication of work, with its attendant hardships and dangers, is avoided by the use of the interline ticket. Happy the genius that inspired it! Innumerable men have labored to perfect it. Nevertheless, it is still far from satisfactory

* Sometimes called "Coupon" or "Foreign" tickets.

from the standpoint of the railways. However, their experience in this respect is only a repetition of their experience in other branches of the service. In every department a never-ending struggle is going on to better, to perfect, existing appliances and methods. Everything should be done to encourage this spirit. The defects of the interline ticket are more apparent to the carrier than to the traveler. So far as the latter is concerned, it seems to be perfect. From the carrier's point of view, however, it is still very awkward and crude. What is required is a common ticket, a form that can be used to any point over any route. Or, if this is impossible, one having greater availability.

Because of the great expense and inconvenience attending the use of interline tickets, they are for sale only at a few places and between a few points. With a simpler ticket and fewer appliances, they might be sold at every station to every other station. This fact has never been lost sight of for a moment by those whose duty it is to look after such matters. But a simple device by which this scheme can alone be rendered practicable is yet to be invented.

Different forms of interline tickets are in use. They are, however, essentially alike in the information they contain — the rights they convey. They differ only in arrangement. The ticket itself contains a full description of its origin, destination and how it is to be used. Each coupon attached contains an equally full history

in epitome—the name of the selling line, the character of the accommodation, date of sale and the form and number of the ticket issued, destination, lines over which the passenger goes, and in many cases the intermediate junction points from and to which each line is to carry the passenger. These coupons are detached in their order by the lines to which they belong. They are marvels of compact information and skillful construction.

In the disposition of interline tickets the selling company acts as the agent of the other companies in interest. This is usually specified in the ticket; also the fact that the seller is not responsible beyond his own line.

The coupons attached to interline tickets are orders on connecting lines for transportation within certain limits. The possession of the coupon by the carrier is proof of service rendered, and is a valid claim against the company issuing it for a portion of the money realized from the sale of the ticket.

In many cases the use of the interline ticket is surrounded by particular observances, such as that the buyer shall use it within a certain time, and will not sell it or otherwise dispose of it. These reservations are necessary in many cases on extended lines to prevent passengers buying through tickets, and after using them a part of the way reselling them, thus securing the benefit of a competitive rate on non-competitive business. Many tickets, both local and interline, are sold subject to conditions that, except for

such stipulations, would not be sold at all. In order to enforce the conditions that attach to them, contracts are entered into between buyer and seller, and other provisions made.

The styles of interline tickets in use may be generally classed under the following heads: the "Complete" ticket, and the "Paster" and "Extension." A "Complete" ticket is what its name implies—the points of departure and destination are printed on the ticket. In some cases the final destination is written upon the ticket and the coupon. Another form of complete ticket in very general use is arranged so that it may be used in ticketing to quite a number of destinations on the same line; fifteen or twenty of the principal stations on such line are printed in a uniform manner on the ticket and on each coupon, so that when the coupons are folded backward and forward on each other they occupy, relatively, the same position, and the agent may, with a punch, indicate the destination of the ticket and of every coupon at one stroke. A blank space is generally left on each ticket and coupon for the purpose of writing the name of any station to which it is desired to sell a ticket not embraced in the printed list of stations referred to.

Upon some tickets the destination is indicated by obliterating the name of the station immediately above and below the destination.

One form of interline ticket has a list of stations printed at the end of the ticket, arranged

in the order of distance from the junction point with the terminal line—the nearest point being printed next to the ticket, and so on. This list the agent severs at the point of destination, so as to leave the destination printed at the extreme end of the ticket and cutting off the stations beyond.

The "Paster" and "Extension" ticket is designed to accommodate the maximum number of routes with the minimum number of forms. It is made up of two tickets, the paster and extension being glued together by the selling agent so as to form one through ticket. The paster is a form of ticket good from the selling point to some junction point on the route which the traveler is to follow. The extension is attached to the paster and extends the ticket to the destination of the traveler. The object of separating these tickets is to reduce the number of forms.* The use of the paster and extension ticket is very simple and easily understood. In selling, the agent is required to note the destination on each coupon for the information of the lines in interest.

In addition to the foregoing interline tickets, a special or skeleton form (so-called) is used for

* A general ticket agent describes the economy thus effected as follows: "We have twenty-five 'Pasters' to Atlanta via as many routes, and twelve 'Extension' forms from Atlanta. Now, if complete tickets were printed to cover the same territory, each of the twenty-five routes to Atlanta would have to be provided with representation to each of the twelve routes beyond Atlanta, which would require twenty-five times twelve (or three hundred) forms instead of thirty-seven (twenty-five pasters and twelve extensions)."

ticketing passengers via circuitous routes to unusual points. It has a contract attached governing its use. Similarly flexible forms are also provided for ticketing more than one passenger on a single ticket, the number being inserted by the selling agent. The points from and to and the initials of the roads have to be inserted by the selling agent. The form numbers of skeleton tickets generally correspond with the number of coupons attached, thus Form No. 2 has two coupons attached, and so on. These tickets sometimes have as many as twenty coupons when the passenger pursues a long or circuitous route.

In selling interline tickets, agents are required to exercise great care to preserve a correct record.

TOURIST, FAIR, CONVENTION, LAND, HARVEST AND OTHER EXCURSION TICKETS.*

The regular tickets of a company embrace all standard or current business; that which springs up and exists without special encouragement; also business secured by a reduction of rate that would otherwise seek another route.

*Particular forms are provided upon some roads for notifying agents of excursions, and special matters of that kind, and the rates that shall be charged. Two forms, Nos. 6 and 7, will be found in the appendix hereto. The first of these is an order to sell excursion tickets, and prescribes the method of handling the business when usual excursion rates are quoted. The second is an order to sell return tickets to passengers presenting duly accredited convention certificates (Form No. 8, appendix). This method is generally adopted in cases where unusually low rates are quoted, and when it is particularly desirable to restrict the sale of tickets wholly to persons known to have been in attendance at the gatherings for which the rates were granted.

The excursion traffic of a company consists of business that exists by reason of a reduced rate. It includes the excursionists who traverse the country under the direction of tourist agents; those in attendance upon fairs and conventions, and those in search of land or who go to the country during the harvest season. Traffic of this nature is classed under the general head of excursion, or special business.

Special conditions attach to the excursion traffic. Thus, excursion tickets are limited as to the time within which they may be used; in many cases the train is specified. Moreover, they are not transferable. A particular person must use them throughout the whole journey. In order that there may be no mistake in regard to the conditions attached, the buyer is required to sign a formal contract. But the conditions of this contract, while voluntarily entered into, passengers seek in every way to evade. Thus, while they agree that they will not sell or transfer their tickets, cases are of constant occurrence where they disregard their agreement in this respect: where they not only sell their tickets but seek in every possible way to cover up the fact. Because of this, carriers are compelled to exercise the utmost watchfulness and ingenuity. It is impossible to enumerate here the methods of the latter. They are such as the experience and ingenuity of those in charge suggest. One very simple method, and one in very general use, is for the carrier to require the traveler to pay full first

class rates. At the same time a certificate* is given him stating that in the event certain conditions therein mentioned are performed he is to be allowed a return ticket without charge or for a particular sum. This certificate he presents to the agent to whom it is addressed, and upon the latter's being satisfied of the traveler's identity and of the fulfillment of the conditions stipulated, a return ticket is given as agreed. The certificate itself the agent takes up as his authority.

A common practice observed in the use of excursion tickets is to require the purchaser to sign the contract attached thereto before delivery of the ticket to him. The object is to use the signature thus attached as a means of identification afterward. The agent who sells the ticket is required to witness the signature. In the event the ticket has an initial point of return, the traveler is required to go to the office at such point and have his ticket *viséed.* Before performing this service it is the duty of the agent to see that the holder of the ticket is its rightful owner under the contract.

It is a part of the consideration that attaches to low priced tickets that they shall be used by particular persons for the whole distance; except for this condition, the brokers' offices of the country would be flooded with tickets purchased under particular circumstances and offered for sale under other and entirely different circumstances.

*See Form No. 8, appendix.

In order to carry out the provisions of excursion traffic, agents are required to keep themselves supplied with necessary certificates and other paraphernalia. They must not await occasion for use, but must keep a supply in stock.

Such is a brief description of the tickets in use by railroads. It might be very much extended. It would hardly be profitable, however. The subject is still in a transition state. The kind of tickets a railroad uses will depend upon the nature and extent of its business and the ingenuity of those in charge. While railroads will harmonize in the use of a few standard forms, they will differ in regard to others, just as they differ in every department of the service.*

* This chapter, describing the tickets in use by railroads, cannot be closed better than by a description given by Mr. M. Riebenack, Assistant Comptroller and Auditor of Passenger Receipts, Pennsylvania Railroad, viz.: "LOCAL.—Regular, second class, accommodation, special, special employes', strip, limited, continuous passage, clerical, excursion, excursion comb. and seashore, excursion special, excursion two-day, excursion five-day, excursion employes', excursion summer, excursion summer special, 10-trip workmen's, 10-trip, 20-trip employes', 25-trip, 26-trip, 46-trip, 46-trip employes', 50-trip, 50-trip employes', 50-trip special, 50-trip season, 54-trip, 54-trip employes', 60-trip, 60-trip employes', quarterly, quarterly employes', strip employes', workmen's, workmen's 50-trip, workmen's 54-trip, annual, 100-trip season, 100-trip annual, 150-trip, 150-trip season, 150-trip season employes', 300-trip annual, 360-trip, irregular commutation, parlor car, street car (agents'), regular (conductors'), accommodation (conductors'), clerical (conductors'), excursion (conductors'), excursion two-day (conductors'), street car (conductors'), parlor car (conductors'). INTERLINE.—*As applicable to traffic originating on a certain line and destined to points on another line:* First class, limited, second class, special, clerical, emigrant, excursion, excursion

special, excursion employes', excursion summer, excursion summer special, excursion winter, excursion winter special, excursion comb. and seashore, commutation, mileage, extra fare, Penn. R. R. parlor car, N. Y. & L. B. R. R. parlor car. INTERLINE.—*As applicable to traffic originating on another line and destined to points on a certain line:* First class, special, special time, special time second class, clerical, emigrant, excursion, excursion special, commutation, extra fare. MISCELLANEOUS.—Mail wagons, express wagons, extra baggage local, extra baggage interline, milk local, milk interline, milk (conductors'), cream local, cream interline, marketing local, marketing (conductors'), bridge, package stamps local, package stamps interline, package, ferry passengers, ferry teams."

CHAPTER VII.

FISCAL AFFAIRS AND REGULATIONS GOVERNING AGENTS AND CONDUCTORS.

[NOTE.—Much of this book is addressed specifically to agents or conductors. Much of it refers in common to both. But however addressed, it requires to be studied and understood as a whole by both agents and conductors. The relation of agents, conductors, baggagemen, ticket sellers, cashiers and others is so intimately associated, so intertwined in the discharge of duty and the protection of the company's interests, that the specific instructions one class receives concern all, and unless they all are familiar with the extent and purpose of the rules and regulations under which they severally work, there cannot be hearty or intelligent co-operation. The instructions given to one should be carefully scanned by all. Directions to trainmen require to be observed by station men, and *vice versa*. Cordiality is impossible of attainment under other conditions.]

PROCUREMENT OF BUSINESS.

The duty of agents and others connected with the train and station service does not end with the faithful performance of their mechanical offices. They are traffic agents of the highest order. Coming immediately in contact with the public, their ability to benefit their company cannot be overestimated. By their alertness and tact they may help both to increase and maintain its business. This aid they render at all times and at all places intelligently and systematically. It is further supplemented by keeping the traffic officials of the company promptly and fully

advised of all matters requiring their attention. Serious diversions of business may be avoided in this way and new business obtained.

Officials in charge at headquarters should be given seasonable notice of fairs, conventions, reunions, fetes and other gatherings, so that measures may be taken to properly advertise the same or otherwise secure the traffic they afford.

An intelligent and active employe can do much in the direction of promoting and organizing excursions, etc., from or to the place where he lives.

Agents should not fail to advise their superior officer of the movements of competitors, affording such information in each case as may be necessary to enable him to protect and foster the interests of his company.

Agents and others are required to be courteous, affable and prompt in attending to the wants of patrons, rendering all the assistance and information in their power, seeking in every way to make the road whose interests they uphold popular with its patrons. This is the duty of everyone.*

* "They must be courteous and respectful in their deportment to passengers, and if any agent is known to be otherwise, he will be reported to the superintendent for misdemeanor, and, if the offense be repeated, be liable to suspension or dismissal. As much fault has been found with some of the ticket sellers of the road for their want of courtesy, a strict observance of this rule is requested."—1854. "He must take care that all the servants at his station behave respectfully and civilly to passengers of every class. He must take care that all the servants come on duty clean in their persons and clothes, and in the uniform supplied to them. Every exertion must be made for the expeditious dispatch of the station duties, and for insuring the safety of the public and punctuality of the trains. The station master must report, without delay, to his superior officer, neglect of duty on the part of any of the company's servants under his charge, and forward to him particulars of any complaint made by the public."—*English Standard.*

In the conduct of business the departure of each passenger train and the principal points at which it stops should be duly and plainly announced in the waiting rooms, and precautions taken to prevent passengers from being left behind or taking the wrong trains.

At all eating stations five minutes' notice of the departure of trains should be given in the dining room, and passengers advised on entering the room that this will be done, so that they will not be unduly hurried in eating.

Agents should observe the deportment of other employes toward passengers, and report to the proper officer any rudeness or incivility that may come under their observation.

The difference between a really efficient and a poor agent is evidenced in the manner in which he performs his duty. The subject cannot be compassed by stereotyped directions. It embraces a field in which scope may be found for the fullest display of talent, shrewdness and aptitude for affairs. It does not apply to passenger business alone; it applies quite as effectively to freight and other traffic.

Agents at stations should keep themselves advised of rates offered by competitors and promptly report any deviation from the authorized schedule to the proper official. They should in like manner report any irregular practices that may be indulged in by rival companies which tend to the injury of their employer, using the telegraph for this purpose when necessary. The observance of this rule obviously requires the exercise of tact and caution. In making reports the facts should be fully stated and authenticated, such proofs as it may be possible to obtain being furnished. Mere unsupported statements, made by interested persons, should be taken for what they are worth; but properly authenticated statements should be accorded the promptest attention.

Whenever an agent has knowledge that an unusually large number of passengers is likely to leave his station by a particular train or trains, the fact should be reported with full particulars in due time to the proper operating official, so that ample provision may be made.

In those cases where patrons desire special cars, special trains, or other extraordinary accommodations, the proper traffic official should at once be communicated with and the details furnished him, so that the necessary accommodation may be promptly furnished.

It is especially the duty of agents at junctions and competitive points to watch the traffic in their neighborhood and use every exertion to secure the same. To this end parties who intend to travel should be visited in advance and information furnished them regarding routes, rates, connections, time, etc., and every effort made to obtain their patronage. If an agent needs assistance in securing such business, or, indeed, business of any kind, he should advise the proper official of the fact, so that aid may be accorded him if thought desirable.

ADVERTISING MATTER.

Much advertising is done at stations and depots of a company through the medium of maps, folders, time cards, posters, handbills, dodgers, etc. The disposition of this matter is, necessarily, left largely to the discretion of the agent in charge. His opportunity, therefore, to display his skill and zeal is very great.

It is the duty of agents to see that supplies are maintained and distributed as required; this includes the furnishing of patrons with matter designed for them, and the maintenance of an adequate supply at hotels and other public places in the town in which he is located. Posters and handbills announcing excursions,

etc., should be posted in conspicuous places at stations; if torn, defaced or destroyed, they should be replaced.* Handbills should be placed in appropriate places where they will best fulfill their purpose, and when required should be circulated throughout the town in stores and in other public and much frequented places. They should also, in the case of fairs, circuses, conventions and other interesting events, be brought to the notice of farmers and other people resident in the country.†

Advertising matter of other companies is not to be displayed at stations or allowed on the company's premises without permission from the proper official. In no case should the advertisements of competing companies be displayed or circulated.

In addition to the form of advertising matter referred to, railway companies arrange, more or less, with local newspapers to publish their time tables and insert other notices. Whenever, in such cases, through change in the schedule or otherwise, the matter requires to be changed, the publisher should be notified by the agent, so that he may make the necessary corrections. If the publisher fails to do this, or omits an advertisement, the proper official at headquarters should be notified of the fact.

It is also sometimes the practice to prepare and send to agents advertising matter for insertion in local newspapers. It is the duty of the agent in such cases

* It is a requirement of the interstate commerce law that two copies of all interstate rates shall be thus posted, and in order that the requirement may not be unwittingly disregarded, it is a safe rule to require that two copies of such notices shall be posted whether they quote interstate tariffs or not.

† One company has the following rule on this subject: "Farmers and persons living in the country, as a rule, visit their county seat towns in buggies and wagons once a week, usually on Saturdays and court days, and a most effective way to get special advertising matter circulated through the country is to place a handbill in each of the buggies or wagons standing about the court house or public square." These requirements necessitate, in some cases, that the agent shall have assistance. This some companies allow in urgent cases and at places agreed upon.

to see that it is published, and when published to cut out the matter and send it to the proper official, with the name and date of the newspaper noted thereon, so that he may be advised.

Agents should keep themselves informed of what is said by newspapers in their localities respecting their company, and in the event complimentary or disparaging statements are made, copies thereof should be sent to the proper official, with the name and date of the publication.

Agents are not permitted to supply newspapers with items as to excursions, reduced rates and kindred matters relating to the business of the company, without first obtaining the consent of the proper official.

When a newspaper which publishes advertisements for the company changes hands, or suspends publication, the agent in the vicinity should notify the proper official of the fact.

It is sometimes customary with railroads to give the proprietors or representatives of papers publishing time tables, and other matter, mileage tickets or other form of transportation. It is the duty of agents to see that tickets thus issued are used in accordance with the form prescribed in each case. If not so used, they should take up the tickets and forward them to the proper official, with a statement of the facts. If this cannot be done, agents should notify conductors to take the tickets up when presented and collect fare.*

PROCURING TICKETS BEFORE ENTERING THE CARS.

That every person should purchase a ticket before entering the cars goes without saying.

A traveler should no more think of entering a car without a ticket than he should of creeping under a circus tent, stealing into a theater,

* Mileage and other tickets requiring to be signed by the person to whom issued should be signed at the time of delivery in the presence of the agent of the company.

crowding into a man's parlor surreptitiously, or occupying his carriage unbidden. Experience shows, however, that a large number of people habitually do this. Some because they arrive at the station too late; others because of indifference; others through forgetfulness; others because of the trouble it involves. A great number neglect to do so from improper motives.

To counteract the tendency of people to enter the cars without tickets, many lines charge a higher rate when fare is paid to the conductor than when a ticket is bought. Ten cents is the usual amount. It is sometimes as high as twenty-five cents. Generally, however, the excess is refunded to the passenger by the company through its station or ticket agents upon the presentation and surrender of the receipt which the conductor gives the passenger when he pays his fare.

The effectiveness of the rule of collecting an excess rate is dependent upon the publicity given it and the certainty of its enforcement by conductors.

Agents have it in their power to do much to induce people to buy tickets. They should keep themselves posted in regard to matters about which passengers are likely to enquire, such as the arrival and departure of trains, connections with other lines and the accommodations afforded.

They should not keep passengers waiting to buy tickets, but should be accurate, quick and prompt.

The procurement of tickets by passengers before entering the cars greatly facilitates business.

The appliances of conductors for collecting fares and accounting therefor are extremely meager. Their time, moreover, is fully occupied, so that when any considerable number of passengers ask to pay fare they do not have time to attend to the matter properly, and thus many escape paying altogether. The collection of a fare, including the making of change, the giving of a receipt and the keeping of a record, requires considerable time to be done accurately. When, however, passengers are supplied with tickets, conductors have abundance of time to properly examine and cancel the same, and so no one is overlooked or escapes. The importance, therefore, from this standpoint alone, of passengers buying tickets cannot be overestimated. The success that an agent meets with in inducing passengers to buy tickets is one of the marked indications of his fitness for his place. This fact is well recognized by those who have charge of such matters, and it is so manifest that it must suggest itself to the agent himself. He has it in his power to render the efforts of carriers effective.

Agents are required to keep themselves supplied with tickets, both to meet current wants and special occasions.

They should not keep passengers waiting.

Applications for tickets or information should be promptly, tersely and courteously answered.

Passengers should not be allowed to obstruct ticket windows.

Facility should be afforded everyone to buy a ticket.

RATES AND HALF FARE PERMITS.

The rates that carriers charge are based, like the commodities of manufacturers, upon time, place, kind and quantity. The influence of supply and demand affects the prices railroads ask as it does manufactures, though not so greatly, perhaps.

Rates depend, primarily, upon cost of property and service; thus, the rate from Fabian to the summit of the White Mountains and back, a distance of ten miles, is four dollars, while the rate from Boston to New York, a distance of two hundred and twenty-five miles, is only five dollars, showing that, other things being equal, cost and volume of traffic affect the price.

Carriers are both wholesalers and retailers; quantity is a prime factor. Thus, they have one rate for the passenger who buys a single ticket and another for the passenger who buys, in the course of a year, six hundred tickets. The commuter and business agent everywhere receive a lower rate than the casual traveler. No one will question the propriety of this.

Social and moral considerations also affect the rate, as is seen in the case of ministers, sisters of charity, nurses and others. However, I do not intend to discuss railway rates here.* Agents and conductors have to deal mainly with the rate itself and the rules and regulations governing its use, not with the principles that lie back of it.

* This is done at great length in the book "Economic Theory of Rates."

The passenger rates of railroads are set forth in their tariffs and attendant publications and tables. They not only specify the rates, but the rules and regulations governing their use, including the handling of traffic. They should be carefully studied and their requirements scrupulously observed.

The tariffs of carriers are very explicit in regard to the classification of passengers, defining first class, second class, third class, emigrant, excursion, round trip, half fare and others. As a rule, half fare rates cover children under twelve and over five years of age. Children under five years of age are usually carried free when accompanied by their parents or guardians. These distinctions are required to be carefully noted and observed, both by agents and conductors.

In the absence of instructions to the contrary, tariff rates should be charged.

Special rates cannot be used unless duly authorized. Those who use unauthorized special rates are held responsible therefor.

No rate can be used, no matter what the circumstances may be, not promulgated by the proper authority.

Special rates apply only in the specific cases in which they are granted. They cannot be used under other circumstances.

Tariffs, circulars and other matter relating to rates should be filed in the offices of those to whom they are addressed, for preservation and use.

A higher rate cannot be asked for a short trip than for a long trip, the accommodation and line being the same. If this rule is at any time disregarded, the attention of the proper traffic official should be called to the matter.

The limitation placed upon a ticket is to be considered in connection with the rate; all instructions connected therewith should, consequently, be scrupulously observed.

In the event a ticket is subject to restrictions, such restrictions should be shown on the face of the ticket or otherwise.

A round-trip ticket cannot, under any circumstances, be accepted in payment for the transportation of two persons one way.

Latterly it has been prescribed by the law that there shall be posted in two public and conspicuous places at each station copies of the tariffs that affect interstate rates in force from such station. Agents at stations are accordingly supplied with three files, two for the waiting rooms (one for each) and one for their offices.

When new tariffs are received, those that they supersede should be promptly removed.

When circulars quoting round-trip or other rates are issued which require to be posted, the fact is usually noted on the circular by the official issuing it.

Tariff circulars and other matters, when no longer operative, should be promptly removed from the public files. These files should be kept complete and if any notice, tariff, circular or other paper intended for the information of the public is obliterated or defaced, agents should promptly replace it.

Notice should be given to the accounting department in advance of all special rates. Agents should be similarly advised.

Permits issued to clergymen, evangelists, missionaries, sisters of charity and others are not intended, primarily, to be used in the prosecution of secular business.*

* Those who are furnished with half fare permits of this kind are required to exhibit them upon the purchase and surrender of a ticket, and in the event they do not do so full fare is exacted. The tariffs of many roads provide that persons holding these half fare permits who neglect to buy tickets (when they get on the train at stations where tickets are sold) shall be required to pay first class fare. The rules of each company govern.

Persons who hold permits for half fare tickets are governed by the following rules and regulations:

The permit is not transferable and can be revoked at any time.

The permit must be shown to conductors and agents of the company when requested.

The holder of the permit must identify himself by his signature whenever so required by authorized employes of the company.

The permit must be shown to the conductor with the half fare ticket purchased at the ticket office.

For all fares paid on train regular rates will be charged, except from stations where no tickets are sold.

The permit must be returned to the proper officer whenever the holder ceases to fulfill the conditions under which it was issued.

Every permit must bear the stamp of the general ticket agent or proper officer.

REQUISITIONS FOR TICKETS.

There are many things that require to be considered in making requisitions for tickets. They should be made when it is most convenient; at some stated period in the month, at a time most likely to suit the convenience of the storekeeper and otherwise facilitate the discharge of business and a comprehensive knowledge thereof. Much depends upon the method observed; upon the care and intelligence exercised. The question comes up prominently in connection with railway material generally.

The efficient handling of supplies depends very largely upon the time and method of making requisitions; upon the care exercised to see that

the supplies scattered along the line in the hands of agents and others are not greater than they should be; that the stores at headquarters, while abundant, are not excessive. The subject involves too many conditions to be more than referred to here. It is sufficient to fill a volume in itself, and to be understood must be considered, not cursorily but exhaustively, and with relation to what is necessary to enable a company to buy cheaply, store judiciously and use economically. All these questions I have considered in connection with the handling of railway supplies.*

The conditions attending the handling of ticket supplies are not noticeably different. It is sufficient to say here that requisitions for tickets and other station supplies should be made at some particular time each month, so that the storekeeper may consider them together; may be put to the least expense in packing and shipping, and be able at a particular time to make an inventory of supplies on hand, with a view of determining what he will require to carry him through the succeeding month. When requisitions are being received daily and hourly this is impossible.

A company that desires to buy cheaply will, so far as possible, make all its purchases at one time in the month; and, correspondingly, will, so far as possible, confine the requisitions of its agents to one a month. It does not matter upon what particular day requisitions are made; that which is all in all the most convenient is the best

* "Disbursements of Railways."

Unless some special reason exists therefor, requisitions should be made so as to reach the custodian of supplies on a particular day of the month. They may, however, be made at other times, when the needs of business require. But so far as judicious foresight can provide, everything needed should be ordered at the time stated.

In order to facilitate work, blank requisitions of different forms should be provided according to the use to which they are to be put; one form for general supplies, another for fuel, another for stationery, another for brasses, another for dining car supplies, another for tickets.* It is with this last that we are now immediately concerned. It should be used in all cases in ordering tickets.

Requisitions will be made for such tickets as are furnished agents to sell. When facilities will permit, it is designed that they shall keep every kind needed in the discharge of business, such as card tickets, half fare tickets, book and other tickets.†

Requisitions for local and interline tickets should be made separately.

Different kinds of tickets should be classified, the same kinds of forms following each other in their order.

In making requisition for interline tickets, the form, destination and total number of tickets desired should be stated. When half fare tickets are required in addition to full tickets, the total number of each kind should be stated.

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* In reference to the last, see Form No. 1, appendix.

† Agents are not allowed to discontinue the sale of any kind of ticket when the supply becomes exhausted or otherwise, without the authority of the proper officer.

In ordering supplies, the telegraph should not be used if it can be avoided. A requisition sent by telegraph should be followed by one of the usual form sent by train, with this notation across the face, "Ordered by Telegraph."

In ordering local card tickets, it will be remembered that they are furnished in lots of fifty, or some multiple thereof. There is no fixed rule in regard to other tickets.

Tickets should not be ordered in excess of current needs, but a sufficient supply should be kept on hand to meet all the emergencies of business.

Card tickets should be kept on sale to all stations to which there is an average demand for five tickets a month.*

When excursions are authorized by the company, tickets therefor should be ordered when the demand is likely to equal or exceed fifty tickets.

In making requisitions for tickets the closing number on hand should be given.

Requisitions for tickets should be made as much in advance as possible, to allow time for the tickets to be printed. This usually requires about two weeks

In the event tickets that have been ordered are not promptly received, a second requisition should not be made, but the custodian of tickets should be notified forthwith of the delay.

Requisitions for tickets should be inclosed in envelopes by themselves; never with other matter.

Agents at stations not supplied with interline tickets can order them, when needed, from the proper officer. They should designate the route the passenger desires to follow. If a limited ticket is required, the day he is to start should be stated. Instructions will be given the agent with the ticket as to how it is to be accounted for.

Agents who have occasion to order a mileage, commutation or other form of ticket requiring the insertion of the name of the purchaser, should be particular to

* I. e., tickets upon which the points from and to are printed.

give both the Christian and surnames in full.* The residence of the applicant should also be given in ordering tickets when the form requires it to be inserted or the information is necessary.

Requisitions for cars should give date and other particulars.

In making requisition for ticket stamps to replace those that have become disabled, an impression of the stamp should be given on the requisition, and when the new stamp is received the old one should be returned.

A list of the principal supplies required by agents and conductors in connection with the passenger business will be found embodied in the appendix hereto.†

SHIPPING AND INVOICING TICKETS.

An invoice, with merchants, is practically a bill of sale. It shows the name and address of the person who furnished the goods, for whom they are intended, their nature, quantity, price and the date furnished. The invoices of railways are substantially the same.

An invoice should accompany all tickets purchased, also all tickets furnished agents and all tickets returned by agents or sent away by them.‡

If proper care is exercised by the custodian of tickets in printing and shipping, the numbers of local tickets which each agent receives will follow without break the previous supply. This will not, however, be the case with interline tickets, for obvious reasons.

In packing, tickets of the same kind should be kept together and securely tied.

Packages should be sealed before being shipped.

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* Tickets for ladies should bear their Christian names, not the Christian names of their husbands or guardians.

† See Form No. 24, appendix.

‡ See Form No. 2, appendix.

Tickets should be shipped by express unless otherwise ordered.

Tickets should be examined, counted and compared with the invoice when received.

If tickets are missing, the numbers thereof should be noted on the invoice.

If duplicate tickets are received by agents, they should be returned to the custodian of tickets and the fact duly noted on the margin of the invoice.

Invoices should not be changed pending advice. If the tickets called for are not received by an agent, or if the numbers do not agree with the invoice, notice should be sent to the custodian of tickets and the invoice held awaiting instructions.

When an invoice has been verified, or discrepancies noted, it should be dated, signed and returned forthwith.

A copy should be kept of every invoice returned.

In order to keep the ticket auditor advised, a duplicate invoice should be sent to him of tickets furnished agents; also of all tickets ordered returned.*

CARE OF TICKETS—TICKETS CASES.

Every company prescribes the kind of ticket cases it will use. Separate cases are provided for local and interline tickets.

In placing tickets in the case they should be so arranged that each form or lot of tickets will be kept together and in consecutive order.

When the case will permit they should be inserted facing out in numerical order, with the lowest number forward.

Most of the cases now used for local card tickets are so arranged that when the ticket which lies in front is

* It is the custom on many roads to return invoices to the custodian of tickets through the office of the ticket auditor, so as to advise the latter of the fact that the tickets have been sent out.

sold the entire lot is moved forward, thus bringing the next ticket in order to the front for sale.

In order to facilitate the selling of tickets, they are required to be arranged in the cases according to a prescribed order.*

The same order should be observed in entering them upon the register.

The doors and windows of ticket offices should be securely fastened when not occupied.

Access to tickets should not be allowed except to authorized persons.

Tickets should be kept locked up. The receptacles should be made secure. There are few, if any, stations where the safe provided is sufficiently large to hold the tickets kept in stock. Other provision should therefore be made. So far as practicable, the ticket cases should be used for storing and protecting tickets. Any excess should be kept in strong drawers securely locked.

In the event tickets are stolen, burned or otherwise lost, the particulars should be promptly reported to the ticket auditor, the general ticket agent and the division superintendent, or such other officers as may be directed.

The fact should also be noted upon the ticket register.

Before an agent who sustains a loss of this kind can be given credit therefor upon the books of the company, he should secure from the superintendent (or other authorized officer) a letter or voucher specifying the details of the loss and recommending that credit be allowed.†

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* The "Paster" and "Extension" forms invite particular adjustment; they should be arranged so that the extension (that is, the parts reading from the central point) follow the paster forms (i. e., those reading to such points).

† A common rule of carriers is that "Agents shall pay for all tickets lost, misplaced or stolen, unless it can be clearly shown that the loss was not the result of carelessness on their part." The reason why the superintendent is suggested as an auditing officer in case of losses is because he is on the ground and possesses avenues of information in such cases not readily accessible to others.

TICKET STAMPS—CARE AND USE THEREOF.

It is necessary to the protection of the carrier that every ticket should be stamped when sold; it in a measure protects him against stolen and other unauthorized tickets; it is also a necessity in accounting.

All tickets should be plainly stamped at the time of sale.

In order to render this effective every office should be supplied with a stamp, specifying the name of the office, the initials of the road, and the date.*

Agents should have a uniform hour each day for changing the date of their stamps. The most convenient for this purpose is six o'clock p. m.; at this time, unless otherwise instructed, the date should be changed to the next day. If, however, tickets are being sold for a train at six o'clock, the stamp should not be altered until the sales for such train cease.

Care should be taken to keep the stamp in good order, so that it will make a clean and legible impression. In order to insure this, agents must make frequent examinations of the impressions made on tickets. Ribbons should be changed as often as necessary to secure a good impression.

Stamps should be kept locked up in the safe or other secure place when not in use.

SELLING TICKETS—ALTERATIONS THAT MAY BE MADE IN TICKETS TO MEET PECULIAR CIRCUMSTANCES.

It is the duty of those who work for common carriers to treat the public with the most scrupulous attention and politeness, with the deference

*The form of stamp now generally used for this purpose is self-inking and otherwise convenient to operate. An ingenious device for perforating the date of sale in tickets has been introduced and extensively used. As many forms of tickets have the name of the selling station printed on them, the stamping of it

that belongs to a customer; a potential personage. By observing this rule they will pay a necessary debt to the public and serve their employers in the most acceptable and capable manner possible.

The selling of tickets incidentally embraces all the questions connected therewith, such as the best and most efficacious means of prevailing upon passengers to buy tickets before entering the cars. It involves providing enough ticket windows and so arranging them that passengers may be served quickly; employing alert, experienced, capable and polite ticket sellers; keeping on hand the kind of tickets required; being able to make change at the ticket window, and similar particulars. These are essentials. The subject, however, is referred to elsewhere and may be passed here without further reference. Some of the specific rules and regulations to be observed in the sale of tickets are as follows:

Every ticket office should be opened at least thirty minutes before the arrival and departure of trains, and kept open until trains leave. This is a fundamental rule.

In order that passengers may not purposely avoid coming to the ticket office, waiting rooms should be comfortably furnished, should be kept clean, well ventilated and free from improper characters.

No tickets should be sold on credit. Cash should be paid at the time of delivery.

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on such tickets may be dispensed with. It is important that every ticket, especially coupon tickets, should show when issued the name of the selling station and date on each coupon. If it is not printed, it should be stamped or written in the ticket by the agent.

Tickets should not be sold to stations at which trains do not stop, nor for trains that do not carry passengers.

If application is made for tickets not provided for, the proper official of the company should be notified of the fact forthwith, so that due provision may be made if advisable.

Passengers should be ticketed to their final destination if possible, whether it be on another company's line or not. They are entitled to every convenience provided by the carrier, transfer at junctions, through checking of baggage, freedom from annoyance, etc.

Every proper means should be taken to induce passengers to take the route giving the longest practicable haul to the company selling the ticket, provided such route affords reasonable accommodations.

Agents are required to be familiar with the time tables and schedules relating to their divisions. It will materially assist them in selling tickets to commit such matters to memory.

Tickets should be sold in numerical order, commencing with the lowest number on hand.

If, through mistake, a card ticket should be sold out of order, the lowest number on hand of the same kind should be renumbered and put in its place and the ticket auditor notified at once of the number of the ticket sold out of order; also of the original number of the ticket put in its place. Notices of this kind need not be sent in the case of mileage, excess baggage and interline tickets unless expressly directed. It will be sufficient, in such cases, to recount the fact in the next monthly return.

Care should be taken to avoid selling the wrong ticket or the issuance of the wrong form, such as supplying a half fare passenger with a full fare ticket, furnishing passengers going one way with round-trip tickets, and so on. Tickets are, in many cases, given a peculiar color in order to assist in distinguishing them.

Local tickets should not be used in ticketing passengers to stations on other roads, and *vice versa*.

Half fare tickets can be sold only for children under the prescribed age. In selling such tickets, agents will inquire the age of the person for whom they are purchased.

Tickets should not be sold to young children unable to take care of themselves, unless accompanied by a competent person.

Children under five years of age do not require tickets.

One ticket should not be sold to cover two children, but a separate half fare ticket given in each case.*

When a ticket of a particular kind is used for some other purpose, such purpose should be clearly indicated upon the face of the ticket, either by stamping, writing, punching, or otherwise.

When limited tickets are sold, the year, month and day of expiration should be plainly indicated on the face of the ticket.

When tickets are sold that are limited or restricted in any way, the passenger should be notified by the agent.

Agents are expected, in many cases, to keep the names and addresses of persons to whom they sell tickets. This is notably so in regard to mileage tickets and tickets upon which a rebate is allowed. The duty, when required, must not be disregarded. Due advice of such requirement is given by the proper officer.

Passengers destined to points on other lines should designate the route they wish to follow. Agents will afford them all the information in their power, but in the absence of instructions to the contrary from their company, will not advocate any particular line.

No one can extend a ticket beyond its proper limitations, nor alter the conditions that attach to its sale or use, except an authorized official of the company, or by his direction.

Writing on tickets should be with pen and black ink or other indelible substance. If it becomes necessary to designate the class or character of a ticket, it should be done across the face of the ticket and across every distinct and detachable part thereof.

* As a rule, there are no half fare tickets for round-trip, excursion or commutation business.

In issuing a ticket upon which the destination or number of passengers is required to be written, care should be taken to so fill up the blank spaces that no alterations or additions can be made.

In entering the destination of a ticket, the state should also be given.*

Each ticket, and each detachable portion thereof, should be distinctly and legibly stamped when sold.†

When a place is provided for stamping a ticket, such place should be used. In other cases the back of the ticket should be stamped.

All tickets bound within covers should also be stamped on the cover.

All stubs or records retained by agents should be stamped, if possible.

A ticket cannot be altered. If an error is made in filling it up, a new ticket should be used.

When tickets are limited as to time, the limitation should be plainly indicated on the face thereof. This is usually done with an "L" punch. In the case of coupon tickets, each coupon is required to be similarly marked.

First class interline tickets may be reduced to second class tickets by writing the words "second class" across the face of the ticket and also across the face of each coupon. In many cases this is done with a punch provided for the purpose.

When an interline ticket is indorsed, changed or limited in any way, the record (stub) attached to it should also be changed to correspond.

When special contracts attend the use of tickets, as in the case of emigrant tickets, forms of a higher grade cannot be used.

Agents are required to give a receipt whenever called upon for money received for tickets sold.‡ These

* In inserting the destination, agents should be careful to avoid the mistake of writing the name of their own station.

†.This does not, of course, refer to tickets having minute coupons attached, such as mileage, excess baggage coupons, etc.

‡ See Form No. 3, appendix.

receipts are frequently necessary to the purchaser as a voucher to enable him to recoup himself. When receipts have been given, however, and the tickets are afterward presented with a request to have the amount refunded, agents should require passengers to return the receipts as well as the tickets before paying back the money.

No agent is allowed to divide his salary, or other remuneration that he may receive, with any ticket broker or other person or persons with a view to influencing business, except under direct permission of his superior officer. Nor is he authorized to promise any exceptional privileges to passengers beyond those expressed on the ticket and in the regulations of the company. The terms governing the conduct of business and the use of tickets are imperative and cannot be waived, altered or abrogated except by an authorized officer of the company under prescribed rules.

Agents who send tickets to be delivered to passengers at a local station should send the tickets to the agent at such station. An invoice should accompany them specifying the amount due thereon. It is the duty of the receiving agent to collect the amount and remit it in accordance with the rules and regulations governing such matters. A receipt for the amount should be returned to him by the person to whom he remits it.*

Agents are responsible for errors and omissions made by them. Thus, to illustrate, if they collect an insufficient rate, if they sell a first class ticket at a second class rate, if they sell a ticket at a limited rate, and fail to thus limit it, or if they sell a ticket at half fare and do not indicate thereon that it is a half fare ticket, they are charged with the difference in each case.†

Tickets sent to agents for a particular occasion remaining unsold should be returned to the proper

* If an agent receives more for a ticket than a stipulated price, he should account to the company for the excess, making an explanation thereof in his returns so that the transaction may be identified forever afterward, and remit the money with his other receipts.

† This rule is not particular with any carrier, but is common to all carriers.

official as soon as the occasion passes, with a statement or invoice thereof.

When agents are advised to cease selling a particular kind of ticket, they should mark it "off sale," and adopt such other precautions as may be necessary.

CHART OF INTERLINE FORMS USED IN SELLING INTERLINE TICKETS.

The railroads of the country intersect and cross each other in every direction, in the most unexpected manner and at the most unexpected places, forming a labyrinth which no one can remember or understand without the most careful study with the aid of the best maps. Each line by which passengers can reach a place of any prominence requires that its tickets shall be placed on sale by all connecting lines with which it has friendly relations. This requires that each company shall keep on hand for sale tickets to all the principal points. Thus, the agent at Boston is supplied with tickets to St. Louis via all the different routes—twenty, perhaps, in number. These routes are not known to him except under general designations. It is manifestly impossible that he should be able to know off-hand all the lines that a passenger must traverse in going by a particular route. Nor has he time to study the maps or scrutinize in detail the coupons attached to tickets in order to ascertain the direction of each. In order to overcome this difficulty, the passenger department of each railway furnishes its agents with a chart of the interline forms that it sells, showing the route of each ticket. It is

very simple. Each route by which a ticket is sold is given a form number. Tickets by this route bear this number. In addition to the form number the tickets are numbered consecutively, no two tickets having the same progressive number. Thus, interline tickets have a form number and a consecutive number. The chart exhibits, in the numerical order of forms, the route and destination of each ticket, for "Complete" tickets, "Paster" and "Extension" forms. The form numbers for complete tickets are grouped together in one place; those for pasters in another place; those for extensions in another place.

The chart is accompanied by an alphabetical index. By reference to this index, agents are able to ascertain at a glance to what points interline tickets are sold and the number of the route: By reference to these numbers, the kind of ticket to be used and the route are ascertained.* The index to the chart is so arranged that reference to it will enable an agent to select the ticket he desires, after he becomes familiar with the forms, without referring to the body of the book.

The chart of interline forms is an indispensable auxiliary in the sale of interline tickets. Agents should carefully study it and familiarize themselves with routes, terminal points and the numbers of the various forms. Accuracy and celerity in selling tickets cannot otherwise be attained.

* The alphabetical index does not always include every point. The points omitted are provided for in the rate sheet. When, therefore, a point cannot be found, agents should refer to rate sheets.

The chart is required to be literally followed.

Upon receipt of a form not included in the chart, it should without delay be entered in its place.*

In attaching the extension ticket to the paster, care should be taken to join them together properly and accurately and to see that the destination is plainly written in the space provided on the attached record and terminal coupon.

Before delivering an interline ticket to a passenger, it should be scrutinized to see that the lines composing the route are shown upon the ticket, and in the case of a paster ticket that it reads to the point where the extension ticket begins. The necessity that agents shall not make any mistake in selling the paster and extension forms is too apparent to require emphasis here.

No mistakes can be made in selling interline tickets if the chart and rate sheets are studied and followed.

TRANSPORTATION OF CORPSES.

The distinctions that are made by carriers with animate mankind, between children and adults (some being carried without charge, some at half rates and some at full rates) are not observed with the dead. Here all distinctions are lost. Here the infant is expected to contribute equally with the grown man to the company's revenue.

The regulations governing the carriage of dead people differ. Many roads relegate this traffic to the express companies. Upon others a corpse, if securely inclosed in a coffin or other suitable case and accompanied by an attendant who holds

* In order to prevent mistakes, the chart, in describing the routes of "Extension" forms, specifies the "Pasters" used with them. The record or stub attached to the "Extension" ticket is a further aid.

a physician's or health officer's certificate reciting that it is free from contagion and that necessary precautions have been taken to prevent putrefaction while in transit, may be carried in the baggage car for the price of a first class passage ticket. But the ticket must be purchased in the regular way and must be duly surrendered to the conductor for cancellation and remission. The following instructions govern :

Corpses may be ticketed on local or interline tickets as occasion demands.

In some cases the law prescribes the manner in which a corpse shall be prepared for transportation, a violation thereof being a penal offense. Enactments of this kind should be scrupulously observed by employes and others.

In the event the custodian of a corpse is not supplied with a ticket, the conductor should collect from him the same fare that he would from an adult passenger.

PROPERTY PLEDGED FOR SUMS DUE A COMPANY—A RAILWAY, A BANKER, PAWNBROKER, UNDERTAKER AND FRIEND.

Railways adjust themselves to the convenience and necessities of their customers without much reference to what is required of them as common carriers. The public is much more punctilious than a railway corporation.

The air is full of criticisms of the acts of carriers, if there is the slightest failure to meet the utmost demands of patrons. But we rarely ever hear a word said by carriers or their servants about the delinquencies of the public. The carrier is not over-nice. He is not particular what

he does so long as business is facilitated thereby. Thus, when necessary, he performs with zeal, if not always with facility, the offices of banker, pawnbroker and undertaker. It is in the character of pawnbroker that he is to be considered when he accepts temporarily the property of a patron in lieu of money. Cases of this kind are not of rare occurrence. Nothing is more common than for an impecunious passenger to hypothecate his baggage or jewelry. The carrier receives it and, so far as practicable, does all he can to facilitate the recovery of the property by the passenger without trouble when the debt has been satisfied. He not only accepts property offered him in place of money, but sends such property forward with the passenger (if possible) so that it may be ready for him when he desires to redeem it. Travelers hypothecate their property to pay for its transportation or their own passage. It does not matter what the occasion may be. So far as he can, the carrier is not only willing but glad to assist in every possible way to alleviate the distress that occasions necessity for his intervention.

The machinery he has adopted for accomplishing this purpose is, in many cases, crude. It is not, however, difficult to perfect it. One trouble with existing methods is that the ticket agent operates through the conductor instead of directly. Thus, if a passenger desires to pledge his baggage as security for his passage, the conductor is notified and is given the check for

the property. This the conductor delivers to the agent at the place of destination, who collects and reports the amount. A simpler and better way in the majority of cases would be for the ticket agent at the starting point to check the baggage and ticket the passenger, inclosing the check to the agent at destination with instructions to collect the amount and remit, giving the passenger an order for the property upon his paying a certain specified sum.* This would dispose of cases that occur at stations. If a person were found upon a train without a ticket, who could not pay his fare and desired to pledge his property therefor, the conductor would treat the matter the same as the ticket agent—i. e., he would take his baggage check or whatever property was hypothecated and give the passenger a receipt for his fare, the same as if he paid cash. The same returns are required of him that are, under similar circumstances, required of agents. It is not necessary at all that the money collected on the pledge should be handed to the conductor or to the agent who received the pledge. It may be remitted with other moneys collected on account of current affairs and charged on the books of the company to the person who made the collection. The machinery for all this is the return made to the ticket auditor by the person

* This would necessitate: 1. A record to be retained by the forwarding ticket agent; 2. A notice to the agent at destination; 3. The order given to the passenger; 4. A notice of the transaction to be given to the ticket auditor.

who accepted the property.* This may be used as a voucher to relieve the agent who delivered the ticket, or the conductor who issued the receipt and made the authorization for a charge against the person to whom the pledge was sent, and whose duty it is to collect and remit the money. This would do away with the practice of remitting money backward and forward between employes of the company in the cases referred to. Such practice is a bad one because of the delay and risk that attend it, and should never be countenanced in the rules and regulations of a company if it can be avoided. All moneys should be remitted directly to the treasury. That is the place for it. The person who collects the money should be charged with it, and when this charge is made the persons who are entitled to credit, if any, may be credited.

The following rules and regulations are such as the practice of the acceptance of pledges for sums due a company demands:

Property will be accepted in lieu of cash when a passenger is unable otherwise to pay for the transportation of himself or his baggage. It will be done only to save patrons from harassment or distress. Property is never to be accepted in lieu of money to meet the wants of adventurers or others who take advantage of the custom to evade paying cash.

*I use the word "Return" instead of "Report" usually employed upon railroads; first, because the government uses it under similar circumstances, and second, because it is better. "Report" is more generally used in a verbal sense; thus, a captain is required to "report" to his regiment, while by "return" a written statement is understood.

Care should be exercised to see that the property pledged is of sufficient value at forced sale to cover the amount. In the event it is not, the same rule will be observed that is followed when passengers do not have sufficient money.

Those who accept pledges of this kind will be held responsible for the value of the transportation furnished thereon.

When property is pledged, whether for the carriage of passengers, baggage or otherwise, a receipt should be given for the thing pledged, by the person receiving the pledge. Special forms are provided for this purpose. Agents and conductors should keep themselves provided with these forms.*

Care should be taken in filling up the receipt, to do so with pen and ink or indelible pencil; no space should be left in which additions or alterations may be made.

When a pledge is redeemed, the receipt of the agent or conductor should be given up by the owner of the property. It should be canceled and forwarded to the ticket auditor.

When baggage is taken in lieu of money, the check therefor should be delivered to the company.

Pledges can only be accepted on account of local business, not on account of interline traffic.†

Whoever receives a pledge should see that it reaches the person whose duty it is to collect the amount. When collected the amount should be disposed of as the rules and regulations of the company provide.

If a pledge is not redeemed within the stipulated time, notice of the fact should be sent to the ticket auditor, also to the general ticket agent or proper officer, and

*Various forms are used. That which, however, seems best fitted is four-fold, viz.: a record, which is retained by the conductor or agent; a notice, which is sent to the ticket auditor; a receipt (pledge), which is given to the passenger, and a notice, which is sent to the person who is expected to collect the money. See Form No. 5, appendix.

†There is no reason, of course, why the practice should not be followed with interline business, except that there is no provision between the companies in interest to that effect.

disposition made of the property according to the regulations governing such matters.

GOVERNMENT REQUESTS FOR TRANSPORTATION.

It is customary for railroads to transport persons and property upon written application of duly authorized agents of the government, and await pay until such time as it is convenient for the latter to settle. The bulk of this business is with the various bureaus, dependencies and officials of the War and Interior departments; mainly with the Quartermaster-General's office and the General Land office. However, more or less business is done with the Fish Commission, the Marine hospitals, the homes for disabled soldiers, and other branches of the government.

These applications are called "Requests" and are made in the name of the company furnishing the transportation.

No government request for transportation can be accepted unless technically perfect, as the government will not pay a request that is defective in any respect. If the request is in proper form and is such as the agent has been authorized to receive, he will accept it for the transportation it covers, issuing tickets as in other cases.

In accepting requests care should be taken to have the receipt in the lower portion thereof properly filled up, dated and signed. The certificates should also cover the service performed, neither more nor less, the number of passengers and quantity of property, points from and to, etc.

When transportation is asked to a local station, a first class card ticket will be used. If, however, there are two or more persons in the party, a book or party ticket may be used, according to circumstances.

If transportation is required to a point on another line, an interline ticket will be issued, unless the agent has been otherwise instructed.

Separate requests for each road over which a passenger travels should be exacted, except when otherwise instructed.

Especial care should be taken to state in the requests and the attached certificates the right name of the company; also to see that the names of the junction points between which the service is to be performed are correctly entered.

Special instructions are given by each company in reference to the points from and to which interline tickets may be issued in exchange for requests. In the absence of such instructions, the preceding rules will govern.

In the event a person who holds a request neglects to present it at the ticket office and is afterward found on the train, the conductor will have the request exchanged for a ticket at the first station.*

When tickets are issued by agents in accordance with the foregoing rule, they should be made to read from the station where exchanged to the place of destination. But the request and receipt attached to it should cover the entire service rendered.

Conditions generally similar to the foregoing are made by railroads to meet the requirements of the various states in which they operate.

Requests and bills of lading issued by the government and received in exchange for transportation should be forwarded to the proper accounting officer monthly.† If found to be authorized and technically correct, credit

* Many roads permit their conductors to honor government requests the same as agents. There is no objection to the practice if conductors will exercise the same care in accepting requests, and look to the fulfillment of the necessary details, that agents do.

† These requests may, of course, be sent in at any time, but practical experience seems to demonstrate that once a month is as often as necessary, and that labor and annoyance may be saved by thus restricting returns.

for amounts thus remitted is allowed the agent in due course. But credit cannot be allowed, it is manifest, if the papers are informal in any way, as the government will not accept or honor any document directing the payment of money that is not duly authorized, and is not perfect in every particular.

ORDERS OF ONE AGENT UPON ANOTHER TO DELIVER TICKETS OR PAY MONEY.

It is a matter of daily and hourly occurrence in the operations of carriers for tickets to be paid for at one place to be delivered upon telegraphic order at another. Also for money to be deposited with one agent to be paid on telegraphic order by some other agent. Sometimes these orders are sent by mail.

Thus the practices of bankers in a measure creep into the varied performances of carriers.

The manner of accounting for this business is not uniform. Some companies require that the collecting agent shall remit the money to the agent making the disbursement. This is a very simple method of treating the matter. In such cases the agent to whom the money is sent remits it, if it is for a ticket, exactly as he would if he had sold the ticket to a passenger for cash at his ticket window. If he pays money, however, on such an order, he merely makes a note of the transaction on his return, attaching thereto the receipt of the payee. In all transactions of this kind agents should give receipts for money paid to them and must exact receipts for money they pay or for tickets they deliver. In the event an

agent does not receive a remittance promptly for tickets delivered by him or money paid, he should notify the treasurer forthwith by telegraph, so that they may act in concert in securing the money.

Such are, briefly, the rules and regulations that properly govern when the money collected is remitted to the agent who makes the disbursement. They, however, require elaboration. Like all monetary transactions they must be carefully considered and such safeguards adopted as will prevent abuse of confidence or other mishap.

On some roads a prescribed form of order is supplied agents, which they are required to use whenever they have occasion to order another agent to deliver tickets or pay money. This is a good practice. The form is triplicate in nature. The original is used for the order; the duplicate is forwarded to his ticket auditor by the agent giving the order; the triplicate is retained by him as a record.

Another method of treating money collected by agents on account of tickets to be delivered or money to be paid other agents, is to have amounts thus collected remitted by the collector directly to the treasurer of his company, instead of to the agent or officer through whom the money is paid or the ticket delivered. This is, in many respects, the preferable plan. It is simple and direct and avoids unnecessary circumlocution. Where this practice is observed, the person upon whom the order is drawn should

forward it, as soon as the ticket has been delivered or the money paid, to the ticket auditor of his company, so that the latter may be advised of the transaction and may be able to notify his treasurer, in order that the last named officer may see that the money is duly forthcoming.

The following specific rules are necessary in handling orders for tickets or money under the system last described:

Money collected on account of orders for tickets or money to be delivered at some other point will be remitted by the person who collects it to the treasurer of his company. He will also embrace it in his monthly return. This return should give particulars of the transaction, such as name of agent on whom the order was drawn, date thereof, kind of ticket to be delivered or amount of money to be paid over, or both.

An agent who has occasion to direct another agent of the company to deliver tickets or money should send a copy of the order to the ticket auditor by first train.*

Agents upon whom orders are drawn will, upon the delivery of tickets or money, require the parties to whom the delivery is made to receipt therefor upon the back of the order, specifying the form and number of the ticket, also the amount of money paid, if any. They should then notify the ticket auditor forthwith; this should give the name of the person issuing the order, the date thereof and the amount of money collected by him; also the number, form and destination of the ticket delivered on such order and the amount of money paid, if any. It is the duty of the ticket auditor to notify the treasurer of transactions of this kind without delay.

Tickets issued or money paid on orders will be embodied in the return for the month in which the transaction occurred. If for a ticket, the kind of ticket

* An order should never, under any circumstances, be given to pay money except when tickets are ordered, and only then in extreme cases, to accommodate a patron of the company.

delivered will be noted, also the name of the person on whose order it was delivered and the date thereof; but the amount need not be entered. When money is paid the amount will be extended and deducted from the total of the return; the name of the person on whose order the money was paid and the date of the order being given.

The receipt for tickets or money must be attached to the return.

Any expense that is occasioned by the transfer of money on orders, as explained above, or in connection with the delivery of tickets at some other point, should be paid by the applicant. These expenses may cover expressage, telegraph service, exchange, postage, etc. No charge may be made except for actual expenses incurred, and no expense should be incurred at any time if it can be avoided.

In those cases where a company has occasion to order tickets to be delivered or money paid by another company, the foregoing method of handling the business must be changed somewhat. The practice at present is for the local agent to send the order through the general ticket agent of his company. He follows this up by remitting him the money. This latter the official in question remits to the general ticket agent of the company honoring the order, who remits it in turn to the local agent, who in turn remits it to his treasurer. This method of handling the business involves a great deal of repetition of work, much handling of the money, much unnecessary risk, and much circumlocution. A better plan would be for the agent to treat the transaction the same as if a ticket were sold and let the ticket auditors settle with each other

through interline ticket returns—the value of the order to be added by the drawer or deducted by the drawee company. The latter method possesses many advantages. It involves less correspondence, delay and risk. The following specific rule should govern:

An agent who has occasion to order an agent of another company to deliver a ticket, or pay money, will make such request through his general ticket agent, sending a report thereof at the time to the ticket auditor. The general ticket agent, upon receipt of the order, will send the same forward through the proper official of the company that is to deliver the ticket or pay the cash; he will, at the same time, notify the ticket auditor of the transaction, so that the latter may embody it in his next return; he will thus have a double check upon the business.

PERSONS CARRIED ON FREIGHT TRAINS AS PASSENGERS OR ACCOMPANYING FREIGHT.

The rules and regulations of railways are not uniform in regard to the carriage of passengers on freight trains. Generally speaking, railways are averse to carrying passengers on such trains. However, as this business is done more or less, it is necessary to provide rules and regulations governing it. There are four classes of passengers embraced in this business: first, those in charge of live stock or other property, who are not expected to pay fare; second, those in charge of property who are required to pay fare but of whom the conductor cannot collect the amount except through the agent at the station to which the freight is billed; third, those in charge of

property of whom the conductor is expected to collect a ticket or fare;* fourth, common passengers, but accompanying freight, who have a ticket or pay fare. In regard to this last named class, no special instructions are necessary, as the usual rules and regulations governing such matters should be observed.

The accompanying rules and regulations refer more particularly to the three first named classes. Incidentally, however, they embrace the rules and regulations that it is customary for railways to issue in connection with the carriage of passengers on freight trains. They are as follows:

In those cases where passengers are permitted to ride on freight trains, the following instructions should be observed, viz.: †

Passengers not entitled to ride free should procure tickets before getting on the train. In the event they fail to do this, fare will be collected by the conductor and a receipt given therefor by him as in other cases. The rules governing passenger conductors will also be observed in reference to the collection, cancellation and transmission of tickets collected.

Persons in charge of property will be passed without charge upon certificate of the company's agent to that effect, when such certificate is issued in accordance with the printed rules and regulations governing such matters.

If a person is found on a train, whether in charge of property or otherwise, fare will be collected of him if he

* In all cases of this kind the conductor is required to make a notation of the fact on the way bill, so that the agent may be advised as to whether the person in charge has paid his fare or not.

† Upon many roads particular freight trains are permitted to carry passengers; these trains are especially designated on time cards or otherwise.

is not provided with a ticket or other evidence of a right to ride without charge.

In those cases where fare is collected from persons in charge of property, a notation to that effect, signed by the conductor, should be made on the way bill, stating the number of persons, the rate of fare collected, and total amount.*

If persons traveling in charge of freight hold a ticket or pass, the fact should be noted on the way bill by the conductor.†

In the event a person accompanying freight presents a ticket that does not fully cover the transportation, it will be taken up and fare collected for the remainder of the trip; or, in the event fare cannot be collected, the method hereinafter prescribed of collecting fare by means of freight way bills will be followed. When inclosing an insufficient ticket to headquarters, a statement should accompany it giving date and number of way bill on which the balance of the fare is to be collected.‡

If a ticket reads beyond a conductor's run, he will cancel it for such run and return it to the passenger.

When a conductor cannot collect fares from persons in charge of freight who are unprovided with tickets, he will issue cash fare receipts therefor; issuing a separate receipt for each person, and note in the space provided for inserting the rate the letters "C. O. D."§ But,

* This notation is necessary, as agents at destination are expected to add the fare of persons accompanying freight to the charges on the latter when such persons are not entitled to ride free, or have no evidence that they have paid their fare.

† The point from and to should be given, also the number of the ticket or pass.

‡ This rule also covers the case where the ticket presented only covers transportation to the end of the conductor's run, instead of the place to which the property is billed.

§ It is of the greatest importance that this provision be observed. The rate should only be entered when the fare is paid, and even then the words "Fare paid" should be written in connection with the rate, to prevent uncertainty upon the part of either the agent at destination or the ticket auditor, as to whether the conductor collected the fare or not.

instead of giving this receipt to the passenger, he will attach it to the way bill. In addition, he will make the prescribed notation on the way bill directing the agent at destination to collect the fare, specifying on the bill, as already stated, the number of persons, the points from and to which they should pay, the rate and amount; also the numbers of the cash fare receipts attached to the way bill.*

The return sent to the ticket auditor by the conductor of the receipt must accord therewith, notation being made on the back that it was issued on account of a person in charge of freight, giving the date, way bill number, points from and to, C. O. D., etc. A similar notation should be made by conductors on their own records.†

If the transportation afforded a person in charge of property covers the runs of two or more conductors, each will in his turn comply with the foregoing rules for that part of the road over which he runs.

It is the duty of the agent at the station to which the freight is billed to collect any fares that may be noted for collection on way bills. However, as conductors of freight trains are much occupied with their other duties, agents should not depend entirely upon their noting delinquent fares, but should be on the alert to discover and rectify omissions of this kind.

Agents at junction stations who receive freight way-billed through to a station on another road with persons in charge, will make notation in ink on the way bill, specifying the amount of the charges unpaid and directing the agent at destination to collect and report the same to his ticket auditor. Thus: "Agent at....., collect $....., account of man in charge.....to ....., and report same to your ticket auditor." The

* In the event the rebate form of receipt is used, it will be marked "No rebate allowed on this," the letters "C. O. D." being written across the face of the receipt.

† The object of the notice to the ticket auditor is to enable him to see that the agent at destination collects such fares and duly accounts therefor.

agent will then detach the cash fare receipts and forward them at once with copy of the way bill, including the above mentioned notation, to the ticket auditor.

Should a way bill issued by a foreign line bear notation to the effect that fare for the party accompanying the freight has been prepaid, the agent must immediately forward a copy of the way bill to the ticket auditor, who will see that the same is duly accounted for by the company to whom the charges were paid.

In cases where an attendant is permitted under the rules to accompany live stock or other freight without charge, conductors will hunt up and identify such person. If he cannot be found they will note upon the way bill "No one in charge." Thus the agent will be advised and the company's interest fully protected in the event damage should occur to the property because of the absence of the attendant.

If a conductor has a way bill on which notations have been made by other conductors that a person is in charge who should pay fare, he will make diligent search for such person in the event he does not present himself. If he cannot be found the conductor will note on the way bill "Passenger cannot be found—collect fare," noting the stations from and to. This he will sign. It is the duty of the agent in such cases to collect the amount, unless the consignee can satisfy him that the person in question did not accompany the freight over that particular part of the line, but traveled on another train.

If a conductor omits to make a notation similar to that made by other conductors in turn, the agent will assume that the omission is an oversight and will collect the amount, unless convinced that it would be unjust.

If conductors are negligent in enforcing rules and regulations governing passengers carried on freight trains, agents and others are required to notify the traffic manager and ticket auditor of the fact, specifying the name of conductor and giving such details as are necessary to a proper understanding of the matter.

Fares collected by agents on way bills should be embraced in the monthly local ticket return* immediately below the account of local ticket sales, under the head of "Collections on way bills." The point of shipment should be stated, also number and date of way bill, number of cash fare receipt and amount.

If the amount collected is from a place on another road (i. e., is interline business) it should be embodied in the monthly interline ticket return.†

Upon all way bills on which fare is collected, the agent will note "Fare embraced in monthly local ticket return," giving the month and signing his name thereto. If the agent who collects the fare is not a ticket agent, he will make a special return of the amount to the ticket auditor, or turn it over to a ticket agent to be reported, as may be directed.

A copy of every way bill upon which a fare is collected should be sent with the monthly return in which it is embodied. The copy should contain notations of conductors and other matter.

When a cash fare receipt, issued in those cases where fare is not collected, is attached by a conductor to a way bill, it should not be delivered by the agent who collects the fare to the person who pays the same, but be detached and pinned to the copy of the way bill and sent to the ticket auditor.

The intent of the foregoing instructions is to require conductors of freight trains to collect fares from all passengers they carry not entitled to free transportation who are unprovided with tickets; in the event they cannot collect fares from persons in charge of freight, to delegate the duty to the agent at destination.

Cash fare returns‡ will not be required for each train from freight conductors who only carry passengers occasionally. In lieu of the train return they are required to make a return at the end of the week.§

* See Form No. 14, appendix.
† See Form No. 16, appendix.
‡ See Form No. 18, appendix.
§ Weeks close on the 7th, 14th, 21st and last day of the month.

In the event no fares have been collected, or receipts issued, a return to that effect is required.*

PURPOSE OF AGENTS' AND CONDUCTORS' RETURNS—DAILY EXHIBITS OF PASSENGER EARNINGS.

The objects of the returns required from agents and conductors are: First, to ascertain whether the revenue derived from business has been accurately accounted for or not; second, to note the amount of such revenue; third, to find out to whom it is chargeable; fourth, to see that connecting companies are allowed their proportions on tickets sold over their lines, and that they report the amount due from them on interline tickets they sell; fifth, to enable those in charge to ascertain the origin, nature, destination and volume of business and the revenue accruing therefrom, including the gross earnings.

In reference to the exhibits for this last, the practices and wants of railway companies are extremely varied. In some cases railway managers do not require to be informed of their earnings oftener than once a month; in other cases weekly; in others daily.

When daily earnings are required, the method of determining their extent is also varied. At best, however, the information arrived at is only approximate. In some cases earnings are esti-

*A special form (No. 19, appendix) is provided for emergencies of this kind. It is termed a "No fare return." It gives the signature and address of the conductor, period it covers, commencing number of blank receipts on hand, a cut of the conductor's cancellation punch, etc.

mated from day to day upon the basis of tickets returned by conductors. This method is manifestly deficient because many tickets sold are lost or not used immediately. In some cases daily returns are required of sales; this is, perhaps, the best plan of arriving at the result aimed at, but in order to save cost some roads only require weekly returns; these they use in estimating the daily earnings. A weekly return cannot be said to be satisfactory where absolute accuracy is desired. In the first place it is not received until after the close of the week, when all but the earnings for the last day have been estimated. In such cases the estimate for the six preceding days must be partly guessed at and partly based on the earnings for the corresponding period of the preceding year, the amount over or under estimated being corrected in the seventh day on the basis of the weekly return. This plan is a mere makeshift to save expense. It, however, works more satisfactorily than would be supposed, not because of any intrinsic merit it has, but because the passenger earnings of railways do not fluctuate very widely. If we know what the earnings are for a particular day in one year, we may estimate with tolerable accuracy what they will be for the corresponding day of the succeeding year, under similar conditions. But especial conditions that accelerate or retard travel require to be noticed, such as exhibitions, fairs, blockades, etc. Earnings estimated in the manner described, while not accurate, are yet sufficiently near the

facts to afford officials interested in such matters the light they require.

It should be kept in mind, however, in considering this matter, that there is no difficulty whatever in arriving at a practically accurate statement of daily passenger receipts. But to do this greater expense must be incurred than the value of the information warrants. The great object that the accounting officer has in view, here as elsewhere, is to keep expenses down. There is no doubt that railway managers would rather forego all knowledge in regard to daily receipts than have any considerable expense incurred in ascertaining the same. Managers and owners are anxious to know as nearly as possible what their property is earning, but the information has only a qualified value. They are, therefore, I think, generally better satisfied with an approximate statement of earnings that costs little than an accurate one that costs considerable. Moreover, they only remain in ignorance at best a few days, as a full statement of earnings is furnished them as often as once a month. Among the returns contemplated by this book are weekly returns of ticket sales.* These are used in making daily approximate earnings statements in the manner described. The information is derived partly from these returns, partly from the cash collections of conductors, and partly from tickets collected sold by other companies. I do not by any means claim that this plan is the best.

* See Forms Nos. 13 and 15, appendix.

RECORDS KEPT AT STATIONS OF LOCAL AND INTERLINE TICKETS.

While the forms used by railroad companies are not alike, it is customary to furnish agents with adequate facilities for keeping a record of the tickets they handle. This record is at once a history and an inventory; a record of tickets received, sold, spoiled, returned and on hand. It is useful to the agent in making his returns and is necessary to traveling auditors and inspectors in examining the affairs of the office. When a supply of tickets is received, they should be carefully examined and counted, assigned to their proper places, and the invoice signed and returned. But before the invoice is returned a careful transcript of it is entered in the local* or interline† ticket register, as the case requires. Afterward, as sales progress, the exact number disposed of may be ascertained quickly and accurately by comparing the lowest number on hand with the lowest number received. As more or less tickets are spoiled and more or less returned to headquarters, it is necessary to make provision for these also; this the register does.

The accompanying rules and regulations contemplate separate registers for local and interline tickets. Both are described further on. It is designed that the lowest number of local tickets on hand shall be entered daily. On the interline ticket register the particulars are not

* See Form No. 11, appendix.
† See Form No. 12, appendix.

entered so often; however, there is no reason why they should not be entered daily. The local ticket register is intended not only as a station history, but is also designed to be used in making the weekly and monthly returns. The interline register is more of a record than anything else, as the agent makes up his returns from the stubs of the interline tickets. These stubs show accurately the date on which the ticket was sold or otherwise disposed of. The following regulations govern the use of the registers in question. They are such as experience and practical use have taught to be necessary. They might be greatly elaborated, but are designed to cover only the salient points, as the registers themselves denote, with almost picturesque accuracy, how they are to be kept and the rules and regulations necessary thereto.

LOCAL TICKET REGISTER.*

Particulars in regard to local tickets are required to be entered in this record.

It specifies, under appropriate headings, the tickets received, sold, spoiled, returned and on hand.

Upon receipt of a supply of tickets, they should be carefully inspected and counted and should then be entered in the local ticket register, specifying the commencing and closing numbers of each form, and such other details as may be necessary to fully identify the transaction afterward.

The register is designed to contain a complete inventory of local tickets on hand at the close of each day.

A new record must be opened in the register each

*See Form No. 11, appendix.

month, or oftener, if required, the closing numbers being brought forward as the commencing numbers of the current account.

The destinations of card tickets in stock should be entered in station order in the column provided therefor at the left of the page. Immediately opposite should be entered the highest number on hand.

Opposite the destination of each card ticket the rate should be entered in the column provided for that purpose. In the succeeding column the commencing number for the month should be noted; this was the closing number for the previous month.

The various forms of book tickets should be entered at the bottom of the page, specifying all the forms on hand in progressive order. Commutation, mileage, excess baggage and other special forms should be similarly entered.

For convenience in auditing tickets at headquarters, agents should mark the face of the first ticket used each month (i. e., the commencing number) with a cross so as to distinguish it quickly.* This should be done at the time the closing numbers for the month are drawn off.

The register is required to be written up daily immediately after changing the date of the ticket stamp.

The lowest number on hand of every form of ticket should then be entered in the proper column as the closing number for the day and the commencing number for the succeeding day.

In writing up the register sufficient space should be left to enter each of the various kinds of tickets together in a group.

In every case where a ticket has a form number it should be specified.

At the close of each day the gross value of tickets sold should be calculated and the amount entered in the margin at the bottom of the page. At the close of each week these amounts should be added together and entered.

The summary at the right of the page is required to be written up monthly only.

*Thus: X.

The purpose of this summary is to exhibit a condensed and classified statement of the disposition of tickets for the month.

The total of the summary should agree with the total of the amounts recorded daily in the margin at the bottom of the page.

The monthly local ticket return is copied from the summary, so that in the event a return is lost a duplicate may be made.

Tickets that have been spoiled, returned to headquarters, lost, destroyed by fire, or stolen, should be entered in the daily account, and in the monthly summary as well.

Special credits for tickets spoiled, returned, lost, or stolen, should be entered in red ink.

All debits should be entered in black ink.*

INTERLINE (COUPON) TICKET REGISTER.†

This register is required to be kept by agents who sell interline tickets. It is a record of tickets received, sold, spoiled, stolen, lost and returned.

When tickets are received they should be carefully inspected and counted in accordance with instructions and entered on the interline register, specifying the forms, the commencing and closing numbers, and the number of the invoice.

Tickets should be entered in numerical order as nearly as possible, according to forms.

The year should be written at the top of each date column; also between the last recorded date of one year and the first recorded date of the next year. Neglect to do this may occasion confusion and annoyance to traveling auditors and others in making examinations from time to time.

Particulars of tickets sold, spoiled, returned, etc., should be entered in the register, in the place provided,

*For a further and clearer understanding of the requirements of the local ticket register the reader is referred to the form, No. 11, contained in the appendix; it is easily understood.

†See Form No. 12, appendix.

at the close of the month. In entering these details the commencing and closing numbers should be given.

The number of tickets sold, including tickets made void, if there are any such, should be entered in black ink; the number returned in red.

Paster forms require to be entered separately, the same as extension form sales, without regard to the various forms of the latter in connection with which they are used.

For a more clear and precise understanding of the interline ticket register the reader is referred to the form contained in the appendix hereto.* It must be written up promptly and fully in accordance with its requirements.

WEEKLY RETURN OF TICKET SALES.†

This return may be used for the purpose of comparing the tickets collected by conductors with the returns of sales by agents. However, there are better ways of doing this. Upon roads where the accounts are closed weekly this return is used in auditing the same. It is suggested here simply as a help in arriving at an approximate statement of passenger earnings. The purpose of this information and its value have already been noticed and need not, therefore, be further referred to here. The weekly return should be a full and accurate statement of all tickets sold and should be made by all who sell tickets.

Weekly returns should be sent by first train after the week closes. In the event it is impossible to do this, the agent should telegraph the aggregate to the ticket auditor.

*See Form No. 12, appendix.

†See Form No. 13, appendix, local; also Form No. 15, interline.

The return is required to contain an exhibit of every kind of ticket, the different kinds to each station being shown separately. The four weekly returns should agree with the monthly returns described elsewhere.

MONTHLY LOCAL TICKET RETURN.*

Upon many roads the local ticket sales are audited from daily returns, or from those made for particular trains, or from weekly exhibits. There can be no objection to either of these methods, unless possibly on the ground of undue multiplication of work. But this may be compensated for in other directions. I do not wish to criticise the method, whatever it may be. The accompanying rules and regulations, however, contemplate the closing of the accounts of agents on the last day of each month, the rendering of returns at that time, and the making of a careful examination and audit of the accounts as soon thereafter as possible.

This audit contemplates a careful comparison of tickets sold with those collected and returned by conductors; an examination of rates, a verification of dates, extensions and footings. After this work has been gone through with and the accuracy of the result fully determined, the amount is charged to the agent on the journals and other general books of the company. I see no reason why this should not be done as early as the 18th of the succeeding month. It should be done with the utmost dispatch. Afterward the

*See Form No. 14, appendix.

corrected balance should forthwith be certified to the agents, so that they may have plenty of time, before the end of the month, to correct any excesses or deficiencies in their cash accounts because of errors or omissions.

The rules and regulations that govern the use of the monthly local ticket return may be generally summarized as follows:

Agents who sell local tickets are required to make a monthly return thereof. It contains not only an accurate account of all tickets sold, but a classified statement of the tickets on hand at the commencement and close of the month.

The commencing number of each form must be shown in the place provided, whether sales have been made or not. When sales have occurred the closing number, also, must be given.

For convenience the commencing and closing numbers and number issued of all forms having blank or variable destinations—such as the so-called "book," "simplex," and various miscellaneous forms—are summarized in a separate place on the return from the card tickets and revenue detail. If all such tickets are accounted for in the revenue detail, and properly recapitulated, the totals of the summary and of the recapitulation will agree.

Many tickets are distinguished by an initial or series number. In such cases this designation should be noted over the commencing number.

Void tickets must be entered in the columns provided therefor, and all tickets thus accounted for must accompany the return.

The destinations of all tickets are required to be shown in the return in the order prescribed.*

* The general custom is to require returns to be rendered in "station order." The importance of observing some order, it matters not what, so long as it is generally used, should be borne in mind. Many of the records in the general office con-

When the route is specified on tariffs, in connection with a particular rate, the route should be noted in the return. If necessary to insure this being correctly done, it should be written on the stub or record of the ticket at the time of sale.

The authorities for all special individual rates and the occasions for all special excursion rates must be specified in the place provided. The former must be inclosed with the return.

The blanks, headings and columns of the return indicate their specific purpose. When used for other purposes, as they sometimes require to be, the fact should be indicated.

Miscellaneous transactions not otherwise provided for should be itemized under appropriate headings at the close of the return, after completing the showing of one-way, first class, round-trip* and excursion business. The following headings will cover the miscellaneous transactions that are most likely to occur, viz.: Parlor car† ticket sales; fares collected on pledge tickets; fares collected from men in charge of freight; tickets (and money, if any) furnished on prepaid orders; tickets exchanged for tickets of other agents' issue, exchange orders, government requests, etc.; amount paid in redemption of cash fare rebate receipts. Full explanation and necessary references must be given in

tain printed lists of stations, and it is obvious that a great saving in time, labor and expense must result to a company from the strict observance on the part of all concerned of a similar order.

* When a round-trip ticket is sold at authorized round-trip rates, or double first class rates, it is called a round-trip ticket. When it is sold under other conditions, it is called an excursion ticket.

† The same rule might be observed in regard to sleeping car tickets, but the rules and regulations governing the sleeping car traffic are so extended and complicated that special forms and instructions are prepared therefor by the companies engaged in operating such properties. This is also true of dining cars, and measurably so of parlor or day cars. No attempt is made in this volume to cover in detail such business. As a rule, special returns are required for business coming under these various heads.

all cases; and whatever is honored or accepted in exchange for tickets or money must be inclosed with the return.

Separate places are provided for showing commutation and mileage ticket sales, thus making the return complete for the local passenger traffic.

Care should be taken to foot the return accurately and to carry the totals forward without error to the recapitulation.

The accuracy of the return should be proven before forwarding it to headquarters.

WEEKLY RETURN OF INTERLINE TICKET SALES.*

A return of interline ticket sales will be made at the close of each week. It should embrace all tickets sold to points on other roads, as per the requirements of the form.

A return should be made by all agents who sell interline tickets, whether sales have been made or not.

When special or skeleton forms are sold, the routes should be specified; also all indorsements on tickets respecting exchanges, change in route, etc. Interline tickets issued in exchange for those of other roads, exchange orders, government requests, special orders, etc., should be so specified on returns.

MONTHLY INTERLINE TICKET RETURN.†

This return should be sent to headquarters by first train after the close of the month. It should be made by all who sell interline tickets. It is intended to embody transactions for the month for which it is made. Each form will be embodied in its place and in its order, so as to afford a full, consecutive and easily understood history of the business. It should also embrace an accurate account of tickets spoiled, re-

* See Form No. 15, appendix.

† See Form No. 16, appendix.

turned, lost, stolen, burned, etc. Agents supplied with one or more tickets to meet a temporary demand should also make return thereof on this form at the end of the month.

All forms used during the month must be entered in the summary provided therefor, beginning with the lowest numbered forms not having prefix letters; after which, those having prefixes should be entered in alphabetical order; and, finally, the miscellaneous blanks or forms, if any, requiring to be accounted for in connection with the sale of interline tickets.

The commencing and closing numbers and number issued must be entered in the places provided. The latter must be footed and the total thereof must agree with the total number of paster,* extension and complete tickets accounted for in the revenue detail.

The revenue detail must also be written up in form order and correspond, as nearly as possible, with the order observed in the summary.

All tickets sold to the same destination, having the same route and rate, must be embraced in one item, each ticket number being specified in its order and the number of tickets in the place provided.

In the event an unusually large number of tickets of the same form is sold to one destination, the commencing and closing numbers, only, need be shown.

The class, number of passengers, rate and amount should be indicated in the columns provided therefor.

Spoiled tickets, if any, should be accounted for as void in connection with the proper forms, and the ticket numbers thereof specified in the column for notations at the right of the return.

Immediately following the entry of the amount, in the place provided, should be written all references and notations which may be necessary to a thorough expla-

* When the "Paster" and "Extension" system of tickets is used, the return should provide separate columns for reporting the paster and extension forms. If "Complete" tickets are also used, the sales thereof may be entered in the column provided for extension forms.

nation of the transaction. The notations required are, chiefly, the following:

Authorities for special individual rates, thus: Charity, G. P. A. order No. 76; or, Employe, G. P. A. order No. 77.

Occasions for special excursion rates, thus: National Educational Ass'n, per certificates.

Routes and junction points of special and skeleton tickets, thus: F. M. & W. to Chicago; transfer; Penn. Co. to Mansfield; N. Y. L. E. & W. to Buffalo; N. Y. C. & H. R. to Troy.

Numbers of void or spoiled tickets, thus: Void, Nos. 22 and 25.

Number of void coupons (when only part of a ticket is used), thus: 1 coupon, St. Paul to Portland, void; or, 3 coupons void (if the ticket in question is of skeleton form).

Description of tickets, orders and requests accepted in exchange for tickets issued, thus:

Exchanged for Gov. Requests, Nos. 11720-21-22.

Exchanged for Dayton Prepaid Order 0-12, No. 1239.

Exchanged for B. & O. Form E 275, No. 80.

If a ticket is indorsed to be exchanged at some point, the fact should be likewise noted.

GENERAL INSTRUCTIONS TO AGENTS.

Unauthorized persons should not be allowed access to the ticket office.

Local tickets should be reported in the local returns. Interline tickets should be reported in the interline returns.

Tickets will be audited at their face value.

Many forms of tickets have special contracts or conditions governing their use. It is the duty of agents and others to see that these are duly executed.

In order that mistakes may not be made in filling up blank forms and tickets, care should be taken to note all changes in names of stations.

In invoicing tickets and receipting therefor, the highest and lowest numbers should be given, the numbers embraced being the intermediate tickets, including the highest and lowest numbers.

In returns and records the commencing number will be understood to be the lowest number on hand at the commencement of the month, or when the account is opened. The closing number will be the lowest number

on hand at the time of closing the account. The difference between the commencing and closing numbers is the number sold. The closing number of one return is the commencing number of the next return.

In the event tickets are sold in broken numbers (that is to say, when the numbers for two or more lots do not follow each other consecutively), the commencing and closing numbers of each lot should be entered separately upon the register and in the return. Only the total number sold need be specified in the sales column, however, with but one rate and extension.

All tickets issued in exchange for those of other lines, exchange orders, special orders, government requests, etc., will be so reported, omitting the entry of rate and amount, and noting specifically what the exchange was made for, giving the names of the issuing roads or officers, and the numbers of the tickets, orders or requests.

When interline tickets are indorsed to be exchanged at some point for tickets reading beyond, or returning from such point via another route, whatever notation is made on the tickets must be made on the stub, and likewise on the monthly return, where the tickets are accounted for.

When interline tickets are sold at rates not quoted in published tariffs or rate sheets, but made independently by the agent, or under special instructions from the general ticket agent, the agent should make his computation or a copy thereof on the back of the stub, showing briefly the figures used. This will give the ticket auditor a ready clue to the manner in which the through rate is constructed, so that it may be more readily verified, and obviate the necessity of telegraphing agents for such information.

All spoiled or void tickets, tickets and orders taken in exchange for tickets issued, government requests, special orders,* also letters, telegrams and other papers, authorizing a departure from established rates or rules,

* See Form No. 9, appendix.

should be preserved and sent to headquarters with the monthly return they affect.*

Convention certificates,† honored in exchange for tickets issued, should be so assorted as to bring those reading between the same points together in station order.

The counterparts of all tickets sold, having blank or variable destinations, must be returned. Those belonging to each book or form should be arranged separately in numerical order, and secured against disarrangement by means of a string or rubber band.

The stubs of interline tickets sold should also be inclosed with the monthly interline ticket return. The various forms should be arranged in numerical order, and the package secured against disarrangement by a string or rubber band.

Spoiled tickets should be effectually canceled to prevent their use if lost in transit. To insure this, they should have the word "Void" written or stamped conspicuously across the face of every distinct and detachable portion of the tickets.

In the event agents are not specifically authorized, they should not redeem unused tickets or portions thereof, presented to them for redemption. They may, however, give their receipt therefor, and forward the tickets to the proper officer for advice and direction in the matter.‡

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* To assist in the verification of exchanges, agents should attach to each paper taken in exchange an "Exchange Memorandum," giving a description of the ticket exchanged therefor. See Form No. 10, appendix.

† See Form No. 8, appendix.

‡ Upon many lines no one is allowed to redeem tickets except the general ticket agent; upon other lines he exercises this prerogative through agents, or in connection with them, except perhaps, in the case of mileage and other special forms of tickets. It is the duty of the traffic department to issue specific instructions in regard to the conditions under which tickets will be redeemed and exchanged. One road has the following rule: "In the event a passenger does not use a ticket or any part of it, and presents the same in an unused condition during the month in which it was sold, such ticket may be redeemed by

Communications received by agents from other companies relating to commissions, ticket sales, rates, and kindred subjects, should be referred to the proper official at headquarters.

GENERAL INSTRUCTIONS TO AGENTS AND CONDUCTORS.

Upon some roads agents are required to keep their receipts from passenger and freight business separate and to make separate remittances and separate balance sheets. Indeed, carriers were at one time accustomed to keep the proceeds of passenger and freight business almost as distinct as if conducted by separate companies. This practice has gradually given place to one of greater concentration.

The receipts that arise from passenger and freight business respectively, and the expenses they severally occasion, are now determined through the accounts rather than by attempting to keep the receipts and expenditures separate. However, whatever the results may be of the passenger business of agents and conductors, they should be embraced in the balance sheets made by these employes. The amounts thus reported should, of course, agree with the various returns made.

Passenger statements, returns and records should be kept and accounts rendered in accordance with instructions.

A particular form is provided for each kind of return. If there is nothing to report, a blank form will be filled

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the selling agent, and he will treat it as if it had been spoiled. No ticket containing the cut of a baggage punch may be redeemed until it is ascertained that the baggage was not carried."

up, signed and sent forward, in the absence of instructions to the contrary.

A copy or record should be retained of every kind of statement or return rendered. Care should be taken not to blur or obliterate documents forwarded to headquarters.

No figures should be made in red ink in making a return, unless otherwise especially directed, as corrections and additions made at headquarters are noted in red ink.

Returns should be signed by the person responsible therefor. No one should sign for another unless duly authorized.

Returns will not be accepted unless made on the proper forms.

The time for rendering returns is generally indicated on the blanks.

Employes should keep themselves supplied with the forms necessary to do business, and should familiarize themselves with their uses and the instructions regarding them.

All papers appertaining to a correspondence in reference to accounts should be kept together intact, so as to afford a complete history of each transaction.

No one should be allowed access to the books or accounts of the company except those especially authorized, nor may any information in regard to rates, tickets sold, fares collected or other details of business be divulged.

The books and blank forms of a company should not be used for any purpose except that for which they are designed.

Books should not be abandoned until wholly used up.

When a book or record is full, the filing thereon should be completed, so that it may be referred to conveniently and quickly. It should then be filed away in a dry and secure place for preservation and use when needed.

The spaces provided in blanks, books and records, for inserting places, dates, signatures and other details,

should be filled up according to their intent and purpose, by the person who writes up the form.

Numerals should never be used to indicate months, unless so instructed.

No remittance of money, tickets or valuable papers, such as requests, orders or exchange tickets, should be sent by train mail. They should, in every case, be sent by express, properly sealed and addressed.*

In the absence of instructions to the contrary, the total amount of cash collected by agents and conductors will be remitted daily.

When a conductor makes more than one round trip per day, he will only make one remittance for the whole, unless it is more convenient or safer to remit after each trip.

Agents and conductors are responsible for their subordinates; the principal is amenable for the acts of his assistant.

All orders, circulars and directions should be preserved; they should be carefully studied and understood by those to whom they are addressed; if not understood, enlightenment should be sought in the proper quarter.

In enforcing the rules and regulations that attach to the conduct of business, the purpose of an observance —the thing sought to be accomplished by a practice— should always be remembered and provided for in enforcing it.

Agents and conductors are held responsible for tickets sold or fares collected at unauthorized rates; also for tickets improperly reduced from a higher to a lower class.

If, in the discharge of their duties, agents or conductors discover that tickets, permits or passes are being improperly used, it is their duty to take them up. In

* This rule is not universal; on some roads the following practice prevails: "All letters and packages containing money, tickets or other valuable inclosures, when forwarded by train mail, should be numbered, and the receipt of the baggage agent or the train baggagemaster taken therefor."

the event they are not fully assured of this, they should notify the proper officer of their suspicions in the matter, giving a detailed description of the ticket or document and the name and address of the person using it.

It is especially the duty of agents to keep conductors advised of any attempt that may come to their knowledge to use a ticket or other evidence of transportation improperly.

In connection with the agreements and contracts attached to excursion and other tickets, it is the common custom to permit the head of a household to sign for any immediate member of his family accompanying him.

It is a general rule that special rates be confined to the specific things they cover; in the event other than regular rates are used, the authority therefor should be inclosed in the return. It should also be noted on the face of the return.

Tickets are good only in the direction in which they read.

The actual names of passengers should always be stated upon individual forms.

Coupons can only be detached by an authorized person in the service of the company; no coupon is good apart from the ticket to which it belongs.

In giving information to passengers as to stop-over and other privileges on other lines, where the same are not specifically mentioned on the ticket, it should be given as information merely, and not guaranteed as correct or final.

In communications referring to ticket accounts, only one subject should be considered in a communication; as many communications should be sent as there are subjects. In replying to telegrams, the subject referred to should be specified in every case. To answer "Yes" or "No" is unsatisfactory and may occasion grave mistakes. All communications should be signed in full.

Each return should be inclosed in a separate envelope and the name of the return noted thereon.

Agents and conductors should keep on hand the supplies necessary to the expeditious and effective discharge of their duties.*

Agents and conductors are required to familiarize themselves with the rules and regulations governing each respectively; also with the instructions to baggagemen, that they may co-operate actively and heartily with each other in the discharge of business, and be able to answer intelligently the questions of passengers in regard to such matters.

No employe of the company is allowed to traffic personally in the purchase, sale or conversion of tickets or ticket orders, nor act as an intermediary between buyer and seller, in any case in which the company is not a principal.

Upon discovery of errors in the returns of agents or conductors, notice thereof will be sent directing the manner in which they should be adjusted. Upon receipt of such notice, correction should be made by the agent or conductor on his books and accounts, also in his next return, and the notice attached thereto.

GENERAL INSTRUCTIONS TO CONDUCTORS.

Tickets collected by conductors may be sent to headquarters by baggageman or by any authorized messenger of the company.

Passenger conductors are required to be on hand at least thirty minutes before the leaving time of their trains to attend to the wants of passengers and perform such other duties as may be necessary; they are also required to remain with their trains at the terminal station until passengers have alighted and all other matters have been properly attended to.

Conductors will see that the cars on their trains are properly ventilated, lamps lighted, temperature maintained and the comfort of passengers looked after; they will see that each passenger receives proper accommodations; that sleeping cars are kept as quiet as

* For a partial list of these supplies, see appendix, No. 24.

possible during the night; that patrons do not stand on the platforms of cars, and that the rules of the company governing the handling of passengers are faithfully observed by trainmen generally.

When passengers are destined to points on branch or connecting lines, conductors should be careful, when examining their tickets, to inform them at what station they will change cars, and where and when they will find their train.

Conductors should keep themselves supplied with cards showing the stations on their runs and the distances in connection therewith for the convenience of passengers.

A passenger is entitled only to one seat, to that which he pays for, and should not be allowed to occupy more, to the inconvenience of others.

When cars are chartered for excursions, conductors will not allow a greater number of persons to occupy the same than can be comfortably seated.

It is the duty of conductors to see that the water coolers are kept full; when cars are not supplied with water coolers, they should see that the train boy goes through such cars at stated times to supply passengers with drinking water.

It is the duty of conductors to see that passengers are protected from harm when on their trains, and that they are guarded from danger while getting on or off the train.

Accidents to their trains or to passengers should be reported forthwith to the proper officer. In the case of accidents to passengers or difficulty arising with them, the names and addresses of witnesses should also be supplied.

The ejectment of passengers from trains requires the exercise of the utmost tact and care upon the part of conductors. If wrongfully done it entails serious consequences. This recourse should, therefore, be had only in extreme cases. Refusal to pay fare, use of threatening, vulgar, obscene or profane language, or violent and abusive behavior to other passengers, justifies the

removal of a passenger, in the absence of regulations to the contrary. But before doing so the conductor should explain, in a kindly and conciliatory manner, his duties in the premises, to the offending passenger. Train men should never under any circumstances allow themselves to exhibit anger or passion; they should preserve their temper, be scrupulously careful as to what they say and not be discourteous in their language, no matter what the provocation may be.

No unnecessary force should be used in ejecting passengers. It should only be done when the train is at a standstill, and the conductor will be careful to secure the names and addresses of four or five passengers, witnesses to the transaction from its inception. These names, with a full statement of the facts, should be furnished the proper officer at the time. Conductors should also secure the names of three or four passengers in all cases where suit is likely to be brought against the company for some act performed by its employes in the discharge of their duty, or where accident occurs on the train or at crossings, no matter through whose negligence the accident occurs. The disposition in all such cases is to exaggerate the responsibility of the company, and it is of the utmost importance that the carrier should be able to prove by reliable persons the extent of his responsibility in the premises. It is important also in cases of this kind that the identical ticket surrendered by a passenger who has been put off the train, or whose ticket has been forcibly taken from him for any cause, be sent to the ticket auditor by the conductor whenever possible (in an envelope marked personal), with full explanation of the circumstances, giving date, train, passenger's name, witnesses, etc., for preservation and use in the event suit is commenced.

The popularity of a line depends greatly upon the character, experience, tact and talent of the conductors and their assistants. They should never lose sight of this fact. To promote the interests of their employer they should be kindly, patient and discreet. They should, however, be firm in the discharge of duty.

They should endeavor to answer every requisition made upon them, not improper in itself. It is in this way that the reputation of a line is most quickly built up and the good-will of the public secured and retained.

CHAPTER VIII.

FISCAL AFFAIRS OF CONDUCTORS.

The rules and regulations governing conductors in the management of trains are prescribed by the operating department and do not find a place in this book.* All matters, however, that refer to the handling of passengers, including the receipt, custody and transmission of money or tickets, come properly within the scope of this work. What follows refers to such matters.

The duties of conductors are most arduous and perplexing; most exacting and responsible. Those that refer to accounts are exceedingly minute.

While the facilities conductors possess are of the most meager nature, they are expected to accurately and promptly cancel each ticket collected, to give a receipt for each fare received, to preserve a record thereof, to report the same and transmit the money in due order to the treasury. That they sometimes fail in this and that their accounts are frequently lacking in clearness and continuity because of lack of time and facilities, is undoubtedly true. The subject is one about

* They will in the main be found in the book "Train Service."

which everybody professes to have some knowledge, about which everyone has a theory, but about which, in reality, very little is known practically.

The safeguards that are necessary in connection with the business have long occupied the attention of railway officials, especially those connected with the traffic department.

In regard to the collection of cash fares many suggestions have been made, many devices introduced, but they each and all involve machinery so difficult of operation, effectively, that their general introduction or enforcement has been greatly retarded. To be effective, their execution requires sagacity, experience and protracted labor. Upon many roads, gatekeepers, train auditors, assistant conductors, ticket collectors and others are employed; careful surveillance is evoked, hosts of men suspended or discharged, all without securing a satisfactory system or eliciting the truth as to the extent of the evil sought to be remedied. What is the extent of the evil? It is not the same upon any two roads. But whether great or small, it is a defect in administration that everyone is intent upon correcting. The great desideratum has always been some simple yet efficacious device that would make every passenger an auditor; some system that did not depend for its efficiency upon the party around whom it was sought to throw the safeguard. The most effective checks have been those devised by conductors. Their

suggestions have been at once unique and practical.*

The difficulty of enforcing an adequate check upon the sale of tickets and collection of fares was very graphically described in a work on railways, published many years ago.† It says:

"There has not been found any means of checking the conductor for the collection he makes in the coaches, except so far as it has and may be done by espionage. In consequence of this difficulty, most railway companies offer inducements

* A person signing himself "Conductor," in a communication in reference to such matters, some time ago, addressed to a newspaper, enumerates the following as the more pronounced ways of evading the rules of carriers concerning fares: "1. By appropriating the cash fares collected on trains. 2. By issuing receipts for small amounts when larger sums have been collected. 3. By collusion with the passenger, the latter inclosing, say, a dollar or less inside a mileage book which the collector extracts and appropriates, abstaining, of course, from cancelling the ticket or detaching sufficient coupons to cover the passenger's transportation. 4. By detaching a lesser amount than he should from mileage tickets. 5. By accepting a short distance ticket from a passenger and allowing him to ride beyond the destination paid for. 6. By making a pretense at cancelling tickets, but neglecting to do so, afterward selling them to 'scalpers' and others. 7. By returning tickets to agents to be sold again. 8. By passing friends on individual checks." If the practice of requiring a receipt to be given with each cash fare collected could be enforced, and if in connection therewith the passenger would retain the receipt given him, the check upon the cash collections on trains would be practically perfect. The difficulty is, that conductors are, in many cases, so pressed for time that they are not able to give a receipt, and the receipts they do give are, oftentimes, contemptuously rejected by the persons to whom they are offered. Thus a complete check is prevented.

† By John B. Jervis.

to passengers to procure tickets at the offices by allowing a discount. This induces a largely increased purchase of the ticket agents, but there is a considerable amount still collected in the coaches by the conductor which is dependent on the integrity of his return. I know of no means to wholly remove the difficulty arising from this want of check on the conductors.

"On English railways most of the stations are inclosed, and the passengers on leaving and usually on entering the station must in the former case give up, and in the latter show, their tickets; but there is nothing to prevent the ticket collector from taking the fare, and if the passenger has no ticket, the integrity of the collector must be relied on to account for the money. In large towns a different course is pursued; about one mile from the station a ticket collector gets on the train and collects the tickets, the train being delayed long enough for this purpose. Here the collector occasionally finds a passenger without a ticket, and I have seen a collector in such case collect the fare for the distance given by the passenger without remark, and have concluded it not to be a rare occurrence. Of course the return of such a collector can have no more check than that of a conductor.

"The English are very watchful of the entry of passengers into the coaches, but in the large towns I have seen no great difficulty in a passenger getting into the coach of a making up train, the passage from the ticket office to the coach shed being open and often without a doorkeeper, affording no impediment to his entering the coach, and if asked when in the coach if he had a ticket was seldom required to show it, the

man engaged in seating the passengers usually being content with the word of the passenger. I have known instances in which passengers had no tickets, but paid fare to the collector at large town stations.

"Though the English system does not appear to be complete, I think a much greater proportion of fare is paid at the offices than on our railways. If the English system required, in the case of a passenger not having a ticket, that he should go to the ticket office and obtain one before he could pass the gate either out or in, and not allow either gatekeeper or collector to take fare in any case, it would seem to render the check complete. This would require the same practice at the terminal and other large stations as at the smaller ones. I have supposed the practice of sending a collector before entering the large towns was introduced to avoid delay to the passengers, who take carriages in the station yard, and so long as it prevails the system of checks must be imperfect.

"If the English system was carried out as above suggested, it would not allow a fare paid except to a ticket agent, and the collector would be merely a collector of tickets. Some effort has been made in this country to pass the entering passengers through a gate or door, and there requiring them to show their tickets before they pass into the station, and I have often gone on a train directly from such a station, and seen the conductor quite busy in receiving fare from those who had no tickets. The fact is, it often happens that a crowd is collected around a doorkeeper, and passengers have some delay in finding their tickets, and with sundry items of hand baggage, and sometimes (often) infants and

children but little more advanced, causes delay and impatience, offering inducements and opportunity for others to crowd the passage, and more or less pass without showing and without even having tickets to show.

"I see no effective mode of forming a check on the passenger receipts, without complete inclosures so arranged that no person can go into the car shed or yard of the station ground without passing a door or gate arranged with one or more openings, and a tender at each, so that no greater number need pass any tender than he could examine and see that they had tickets; for most stations one passage would be sufficient, and the arrangement would require to be extended to all stations where passengers were received. There will still be one source of evasion, namely, a passenger may procure a ticket for the next station, and continue on to a more distant station. The conductor would, of course, detect him; but how is the fare to be collected beyond the station ticketed? If the conductor collect, as is the present custom, then the check on his fare is lost. To carry out the system, the passenger should be treated as one that refused to pay his fare, when he extended his passage beyond the station ticketed, and be put off the train, unless he could satisfactorily explain to the conductor the fact of not possessing a ticket, and would agree to procure a ticket at the next station. But who is to control the conductor in such a case, if he choose to take the fare and allow the passenger to proceed on the train? As the conductor is the only man of authority on the train, from the beginning to the end of his route, no direct check can be had on his proceedings

with a passenger on the way, although there would be an indirect check in the fact becoming generally known that the conductor was not in any case allowed to receive fare. The fact of receiving it would thus be likely to attract the notice of passengers, and hazard a report that would bring the conductor to an account. This might not, in all cases, be a protection, but it would be a salutary check. If, upon any plan, the exit gate be used, as in England, to insure the full collection of fare, the tender should not be allowed to take fare from any delinquent passenger; his business should be confined to the collection of checks on tickets, and, if that is wanting, the passenger should be required to procure it at the ticket office.

'The exit gate is objectionable at large stations, and hence the English railways only adopt it at the secondary stations, and depend on a collector at the large stations, as before explained; and on the collector there is no check, any more than on a conductor. It must be conceded that the crowd and hurry that occur at important stations, in making up trains, and more especially at the breaking up of the train at terminal stations, involve a difficulty in any system that can be relied on as a perfect check.

"The entrance gate is the most easily guarded, and if this part were well arranged, there would be but a small exposure to loss. It involves the necessity of receiving the baggage at or near the ticket office, in order to save the passengers from delay and confusion, in attending to both ticket and baggage checks. It is often the practice to allow friends to pass the gate with passengers, with a view to see them seated in the coaches;

this is obviously an error, and should not be allowed, on account of its liability to abuse.

"With proper arrangements of inclosure and gates, very nearly all the fare will be collected at the ticket offices; and if the conductor and all collectors of tickets were prohibited, in all cases, from taking fare, making it the duty of the former to require any delinquent passenger to go to the office of the next station and procure his ticket, or, failing to satisfy him that he had a fair excuse for his delinquency, to put him off the train, as is now done if payment is refused, would leave but a small deficiency in checking the passenger receipts.

"No system can be safe from collusion; but this is a far more difficult practice under a plan like this proposed, and, with proper care in the selection of agents, no great or material delinquency will be likely to occur. In all business involving trusts, the importance of a system of complete checks on reports and accounts is very obvious; to both parties it is beneficial, securing to the principal full accounts of his dues, and to the honest agent the means of showing the fidelity of his proceedings. By the existing practice, the faithful conductor has no power to prove his fidelity, nor the railway managers any exact means to prove the truth of any suspicions they may entertain, except by espionage, which is not desirable if it can be avoided—a state of things often very embarrassing to both parties; and action, when taken, is usually based on conjecture, and in many cases no certainty can be arrived at.

"The reports of conductors may appear fair, but as there can be no proper check to verify

their accuracy, they afford no conclusive evidence in the case either way, and the unfaithfulness that may be supposed to exist generally rests in suspicion, arising from general indications, as habits of dissipation and expenditure, or the reputation of acquiring property faster than is compatible with the salary received; and these facts may or may not be known, according to the prudence of the agents in keeping them out of the sight of those who are interested to know them.

"It must be the desire of all honest conductors that their business be placed on a system of the most perfect checks; and the railway companies, in order to protect themselves against such as may be unfaithful, and be able to know those that are trusty, should adopt the most efficient system practicable for securing the fidelity of their passenger as well as their freight receipts. There is, no doubt, a difficulty in attaining this end, and it will involve considerable, though not serious, expense to prepare the stations properly, so as to meet the requirements of any efficient system.

"With faithful men for conductors, no great evil will arise from a partial collection in the coaches, but, as before observed, it is a difficult, if not an impracticable, thing to discriminate between those that are and those that are not faithful; and, therefore, the temptation, as much as possible, should be removed."

The difficulties Mr. Jervis pointed out still remain. One of the most serious obstacles to the enforcement of proper and necessary safeguards, is the inconvenience and irritation they occasion passengers. Except for this it would be much simpler.

A necessary thing in connection with the handling of tickets is the introduction of some procedure or method of business that will compel immediate and thorough cancellation of the tickets delivered up by passengers and the prompt transmission of such tickets to the accounting officer. There is probably not a company that has not suffered, more or less, because of neglect in this respect. Until canceled, a ticket is, in some respects, like a bank bill. The general demand for it makes it as merchantable as any other necessity of life. There is, consequently, a temptation always besetting weak and unstable men to take advantage of this circumstance, and through collusion resell or replace tickets on the market that should be canceled and destroyed. Of course schemes of this kind can only be prosecuted within very narrow limits, and the risk is in every case disproportionate to the gain. This, however, does not deter them. Each imagines his case to be an exception to the rule that crime is unsafe and unprofitable; that it is always detected and frustrated, no matter how skillfully executed; that it is always ill-timed and unwise; that there is only one safe way—the right way, the honest way. Men, as they grow in experience and in years, realize this. I have often thought that only the young and unthinking succumb to temptation, except in those rare cases where the disposition to steal is inherited. Mankind transmits this weakness just as it does freckles or a peculiarly shaped head. An inherited defect of

this nature, it is, of course, impossible to overcome, but we can mitigate its effects by salutary safeguards.

One of the purposes of corporate accounts is to protect the interests of the proprietor from the weak and unstable. In every case where money, property, or values is concerned, the rules and regulations of corporate bodies require to be specific, and, so far as possible, such as to prevent wrongdoing. The collection, proper handling and transmission of cash by conductors form no exception to the rule. It applies, however, as much to the treasurer or comptroller of a company as to the humblest employe. All alike should be amenable to the general requirement, that they should not only be honest, but that there shall be concurrent evidence of the fact, and that the rules and regulations under which they work shall be such as to enforce faithfulness.

There are so many ways of doing business, of accomplishing a specific thing in accounts, that it seems almost like a work of supererogation to attempt to define any particular one. However, while no particular method is perhaps especially meritorious above others, it is not on that account less worthy of notice. In matters of business we adopt that which seems to be the best or most expedient, and we are thankful to anyone who favors us with his views, so that we may have more than one plan to select from. Herein lies the value of books; they open to us a broader

field, because they describe many things that, while simple enough, perhaps would not otherwise occur to us.

I am especially impressed with this in connection with the methods observed by railroads in reference to handling cash. They can learn much from each other in this respect; there is great room for improvement. Thus, upon many roads conductors are not required to give a receipt for cash collected by them; this was at one time the universal custom, not only in reference to cash fares, but with all other collections. Receipts were the exception.

There are railroad companies operating at the present time who will not permit a receipt to be given for money collected for freight or other purposes. They think it would invite too much inquiry; would tend to breed dissatisfaction. It is probable that this is true to a greater or less extent. Railroads that give receipts, however, believe the contrary view to be fallacious.

The giving of a receipt is absolutely essential to the protection of all parties concerned, the agent, the carrier and the public. Indeed, the ability to mulct both the carrier and the public, where no receipt is given, may be said to be practically without limit, because of the difficulty of proving wrongdoing.

Whenever an officer or employe of a railway company collects money he should give a receipt therefor. Moreover, the receipt should be so perspicuous that it will serve as a check upon

the person who gives it. No experienced person who handles cash and has regard for his employer will, under any circumstances, accept money without giving a receipt. It is also necessary to the protection of the person who receives the money. Unless he gives such a receipt he is forever subject to suspicion, and there is no way in the world in which he can prove its injustice.

Every railroad, according to its experience and the thought that has been given the matter, adopts more or less stringent devices to enforce correct accounting. Upon many railroads conductors are required to collect a certain sum over and above tariff rates from passengers who get on their trains without buying tickets. It was supposed that this fine would induce people to buy tickets, would prevent passengers entering the cars without them. The results, however, are still unsatisfactory.

While the rules and regulations of railways frequently require that an extra charge shall be made in those cases where passengers fail to procure tickets before entering the cars, no hard and fast rule can be enforced in this respect. Rules and regulations must provide for the exigencies of business as they actually occur, not as we may suppose they ought to occur. In some cases the fare is so small as to make the collection of the additional amount impossible; or the ticket office may not have been opened, so that the passenger could get his ticket. Cases will continually arise

where the conductor cannot collect more than ticket rates.

Where an excess is collected, the method of treating it is not uniform on railroads. Upon some lines the company retains the amount; upon others the conductor gives the passenger a receipt for the amount paid and the excess is refunded by the company's agents. The object of this, of course, is obvious. The receipt is returned by the agent to the accounting officer, who uses it to verify the returns of the conductor. Upon other roads no portion of the sum collected by conductors is refunded by the carrier. I cannot say which I think the better plan; however, the rebate system is generally favored by experts, because it enlists the passenger, for a monetary consideration, on the side of the carrier. In the accompanying rules and regulations both methods are referred to.

Not only do the practices of railroads differ in regard to the handling of cash fare collections, but they differ also in regard to the form of receipt. In some cases a pencil acknowledgment is all that is given; in other cases, notably those where excess fare is refunded, care is taken to give the passenger a receipt that is specific in its nature and not easily counterfeited. Some roads use a duplex form, the amount and other particulars being indicated by the use of a conductor's punch. Travelers generally are familiar with this form. It is much used by sleeping and

In the event a receipt is spoiled in issuing, it should be properly canceled without separating the receipt and the ticket auditor's check. A notation should be made on it and the return of cash fares collected that such and such a receipt has been canceled because of being spoiled in issuing, and it should be inclosed with the return in proof thereof.

If a passenger enters a train at a station where tickets are sold without a ticket or other evidence of transportation, the sum prescribed, over and above ticket rates, should be collected of him.* An exception will be made to this rule when the passenger, through no fault of his own, is unable to procure a ticket. In such case ticket rates will be accepted. However, the reason for accepting the lesser sum should be explained by the conductor in his return.†

It is never a valid reason for failure to procure a ticket that the agent could not make change. Passengers are required to offer the exact amount in legal tender.

The blanks used by conductors in connection with the collection of cash fares will be supplied upon

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its face, in large, conspicuous figures, a particular number, the numbers following each other consecutively throughout the book. Different reasons are given for printing these large numbers upon the face of the receipt. Its real object is to make the number discernable at a distance so as to be easily seen and remembered.

* One state (Missouri) prohibits the collection of any excess over the regular ticket rate, that being the maximum allowed by law. The Interstate Commerce Commission has decided, however, that railways may make such a charge on interstate traffic in cases where passengers fail to buy tickets when opportunity has been afforded them for so doing.

† In those cases where a company provides for refunding the passenger a certain amount of the fare collected by conductors, the latter will collect the full amount in every case without reference to whether the passenger could or could not have procured a ticket. In the event excess fares are not refunded by all the agents of the company, on presentation of the receipt, the names of the offices where such fares will be refunded should be indicated on the receipt.

requisition by the official who has charge of such matters.*

Every person who is a regular conductor, or who may be called upon at any time to perform, either temporarily or permanently, the duties of conductor, should supply himself with the forms required. Requisition for such forms should be made in advance of their need, so that conductors will never, in any event, be without them.

Attached to each book of cash fare receipts is an acknowledgment which the conductor is required to fill out and sign upon receipt of the book. The acknowledgment should be sent to the person from whom the book is received. It should afterward be forwarded to the ticket auditor without delay for his information, so that he may open an account with the conductor, charging him with the specific blank receipts that he has, crediting him afterward with those that he uses.

When passengers claim to have lost their tickets or do not use limited tickets within the specified time, conductors will collect fare as in other cases, giving a receipt therefor if requested to do so. If redress is sought, the passenger should be referred to the proper official.

If a passenger desires to ride to a station beyond the one to which he is ticketed, conductors will collect full fare from the station to which the ticket reads to the passenger's destination, or require him to purchase an additional ticket. Full train rates will be charged, unless the passenger satisfies the conductor that he is not in fault. In the latter event the deficiency in fare can be collected at ticket rates to the first station at which the train stops and full train rates from the first station beyond, unless the passenger purchases a ticket thereat.

* Upon many roads the custody of these blanks is intrusted to division superintendents, as they are at all times advised of the names of conductors and the changes that oftentimes occur among them, and they can, therefore, more readily than anyone else, enforce compliance with the rules and regulations governing the collection of fares and issuance of receipts by conductors.

On the receipts and collateral records issued in connection therewith the circumstances of the case should be fully noted.

COLLECTION AND CANCELLATION OF TICKETS.

The prompt, systematic and thorough cancellation of tickets collected by conductors is of the utmost importance. Until their cancellation, these tickets have a current value.

Their prompt cancellation is at all times an assurance of honest practice upon the part of the collector and prevents the tickets being used again, should they, through any mishap, be lost or stolen.

The ingenuity exercised by passengers to keep possession of their tickets uncanceled, would, if described, fill a volume. Many persons enter the cars without having tickets, and when asked for their fare refuse it. The duty of the conductor in such cases is well understood, and, as a rule, well performed. No one who has traveled but has at some time or other in his life had occasion to remark the coolness and courage of the conductor and his assistants in cases of this kind. They are without fear.

In the cancellation of tickets, passes and other evidences of transportation, conductors are supplied with a ticket punch. This is their trade mark, their sign manual. No two conductors upon the same line have the same kind of punch, so that it is only necessary to see the cancellation made by a punch in order to identify its owner.

Much ingenuity has been displayed in the manufacture of these instruments.

The form of punch used sometimes tells a strange story. For instance, upon many lines it is noticed that the punch has a cup attached that collects and holds all the little bits of paper punched out of the tickets. This is to prevent these little bits of paper from being picked from the floor by passengers and pasted into the ticket again. Such is the ingenuity of those who travel.

Conductors require to be men of the utmost decision of character and suavity of manner; to be, withal, good judges of human nature. They must be experts in their business; must be familiar with all kinds of tickets; must be able to determine, at a glance, the genuineness and limitations of every form presented; must know over which route it is good; how it may be canceled effectually without obliterating necessary information; how often it must be canceled as the passenger progresses on his route; must know when exceptions are to be made to established rules in order not to defraud or injure innocent holders or outrage public feeling.

Conductors, while bound down by arbitrary requirements, are expected to exercise a sound discretion; tact; to know that every rule has its exceptions which can neither be provided for nor hinted at in a manual. It is in discovering and applying these exceptions in emergencies that

the conductor exhibits his talent, interest and superior fitness.

The accompanying rules and regulations are such as have been found to be useful and necessary in the practical discharge of business. They are far from complete.

Upon most roads a great variety of tickets, as has already been stated, are in use. They have to be considered separately by the conductor. Around them different conditions attach. In many cases the method of cancellation is not the same. Only the salient features connected with the duty of collecting and canceling tickets can be noticed in a manual. To attempt to specify every duty would be to complicate rather than enlighten. Something must be left to the sense, experience and ingenuity of the conductor. I have not attempted to do more herein than specify those things about which experience has shown there is likely to be a diversity of opinion—things necessary to expedite business and prevent confusion and loss. With this explanation I proceed to take up specifically the rules that govern the collection and cancellation of tickets.

Tickets should be canceled when first presented to the conductor.

Unless otherwise directed, tickets will be taken up when presented, and the check of the conductor given in lieu thereof.* These checks will be furnished upon application to the proper official.

*As improper use is frequently made of these checks by passengers, they are not allowed on many roads. In lieu of them

Each line will be divided into sections by the general ticket agent or other officer. Each ticket should be canceled once on each section over which the traveler passes.

Tickets reading to intermediate stations require the same number of cancellations as in the case of tickets reading to some point on a succeeding section.

Tickets reading to points on branch lines should be punched to represent cancellation to the junction where the line diverges.

Tickets should be so plainly canceled as to destroy their validity.

Care should be exercised in canceling tickets retained by passengers, such as commutation and mileage tickets, not to unnecessarily disfigure them.

When a particular place is designated upon a ticket for cancellation, such place should be used; in other cases the cancellation should be in the center of the ticket.

Care should be taken in canceling tickets not to obliterate the consecutive or form numbers.

Round-trip and excursion tickets outward bound will be punched and returned to the passenger. On the return trip they will be canceled and taken up. In the event, however, such tickets have coupons attached, these will be taken up and canceled in due course.

No one should use a punch except the conductor to whom it is assigned. Its use by anyone else may occasion both inconvenience and embarrassment, as a record of it is kept at headquarters and reference made to such record at all times, in order to identify those who

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various colored slips of pasteboard are supplied conductors, which they use, varying the color from day to day. Conductors adopt personal devices or hieroglyphics in connection with these cards, known only to themselves, in order to identify those issued for each train. However, when the destination of a ticket presented is not within the run of the conductor it is not customary for him to take it up, but merely cancel it for his section; he then returns it to the passenger. Grave abuses sometimes grow out of the practice of giving tickets back to passengers, and devices have been sought to be adopted to prevent them. In this connection see appendix, No. 25.

cancel tickets. For this reason conductors should not buy or use any punch not authorized by the company, lest misunderstanding and confusion be occasioned thereby.

When a conductor leaves the service he should deliver his punch to the person who has charge of such matters.*

In order that the applicant's right to the possession of a punch may be properly authenticated, all applications for punches should come through the division superintendent or official immediately in charge of conductors.†

In the event a punch is broken or becomes unfit for use, it should be forwarded to the custodian of such property. If a punch is lost, a satisfactory explanation therefor should be given.‡

The conditions attending the use of tickets are described in their proper place.§

No unauthorized alteration of a ticket can be recognized.‖

Ink should, as a rule, be used in filling up tickets requiring such details. An indelible pencil, however, will answer as well if more convenient.

* In the event he fails to do this it is a customary rule with railroads to deduct the value of the punch from the amount of wages due him.

† Upon many lines each superintendent is furnished with a supply of punches. It is better, however, that the supply should be kept at some central point so that no two conductors, upon the same division at least, may have the same die, and in order that an accurate record may be kept of the punches supplied.

‡ When this is not forthcoming, the rules and regulations of railways provide that the conductor shall be charged with the value of the punch.

§ Thus, tickets are good only within the time for which issued; are good only between the points named; for the class for which issued; for the train indicated; round-trip or excursion tickets are not to be accepted for two fares in one direction, and so on. In this last connection, however, it is to be noted that tickets reading *between* particular points, as, say, between New York and Albany, are good in either direction.

‖ In reference to instructions in regard to the use and cancellation of tickets, it will be understood that passes and other evidences of transportation are intended to be covered as well. There is the same reason that a pass should be canceled, that it should not be altered or its limitation extended, that there is in regard to a first class ticket.

No ticket should be accepted the destination or limitation of which has been altered after its sale. Nor can it be accepted after its limitation has expired, except as specified. Nor can a ticket be accepted that has been raised from a lower to a higher grade.*

While half fare tickets cannot be accepted when offered by those whose age exceeds the limitation provided in such cases, they will be accepted for their face value in part payment.

Tickets that have a portion of the corner cut or torn away will be accepted only as half tickets.†

As a rule tickets are good only by the shortest and most direct route. If it is desired to make an exception, the fact should be duly stated on the face of the ticket by an authorized person.‡

The conditions that attach to tickets should be scrupulously enforced by conductors.§

Tickets are generally transferable. There are, however, many exceptions to this rule. In the latter case care should be exercised to see that their use is confined to proper persons; in the event they are not, they should be taken up and forwarded to the proper official with an explanation of the facts in the case, full fare being collected.

The rules and regulations governing the transportation of those in charge of live stock, including the return journey, are to be observed.

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* Tickets may be reduced from a higher to a lower grade; but the reverse of this cannot be done.

† It is the custom upon many roads where half fare tickets are not provided to cut or tear off the corner of a regular ticket in order to make it a half fare ticket.

‡ In some cases, where a point is reached by two or more routes by the same company's lines, passengers are allowed to select the route they prefer. In cases of this kind, special instructions are, of course, unnecessary.

§ The conditions that attach to the use of lower grade tickets, commutation, excursion, mileage, round-trip, interline, half fare, permit and other forms, are exceedingly varied and require accurate knowledge upon the part of the conductor or ticket collector in order to prevent the company being overreached.

It is the general practice of carriers to issue a contract for live stock transported. These contracts specify who, if anyone, is entitled to transportation in connection therewith. These contracts are generally taken up at the destination, and, after being properly *visèed* at the stock yards or by the agent, a drover's return ticket is issued in place thereof. This ticket specifies the name of the passenger, and a place is provided for his signature when he uses it. This latter should correspond with that on the face of the ticket. In case it does not, the ticket should be taken up and returned to the proper official with an explanation of the facts, and full fare collected.

Many forms of tickets are sold bearing the signature of the person authorized to use them, the signature being attached for purposes of identification. Conductors will require holders of such tickets to identify themselves (by signing their names) as often as necessary to prevent tickets being improperly used. In the event tickets should be found in the possession of unauthorized persons, they will be taken up and forwarded to headquarters with an explanation, fare being collected as in other cases.

Limited tickets expire at 12 o'clock, midnight, on the date specified. However, as a rule, tickets are honored on a particular line for *continuous passage*, either coming or going, where the passenger is en route on such line before the expiration of the ticket, i. e., in those cases where the passenger starts on the line before the ticket expires. When there are two or more conductors on a line, it is not always possible to tell exactly when the passenger commenced his journey; it is customary, therefore, to give the latter the benefit of every reasonable doubt. Passengers, however, cannot begin a journey on a ticket that has already expired.

When tickets are limited to a specified number of days, the date of the sale of the ticket will not be counted unless the conditions attached to the ticket provide therefor.

Conductors will not accept tickets or coupons reading

over other lines unless directed to do so. As the tickets and coupons used by different companies are in the main alike, it is necessary that conductors should carefully scrutinize such tokens when presented, lest they honor those of other lines.

Detached coupons will not be honored unless express provision is made to that effect. The rules and regulations that govern the use of coupon tickets require that the coupon shall only be detached by the conductor or ticket collector.*

When passengers hold exchange orders (or tickets) good to a point on a succeeding line, and fail to exchange the same or procure local transportation before entering the cars, the conductor will seek instructions from the proper official, telegraphing him the name of the company or person issuing the order, and its destination. In the event instructions do not reach the conductor in time he will cancel the order but will allow the passenger to retain it. In such cases he will furnish the ticket auditor with the name of the company or person issuing the order, its form and consecutive numbers, points from and to, class, place of issue and sale.

When a company operates an omnibus or transfer line in connection with its property, or co-operates with such a line, and tickets therefor are sold when occasion arises, the rules and regulations governing in such cases must be observed.†

* There are, however, common sense exceptions to this rule, as there are to others, say, when coupons become detached inadvertently. In such cases the ticket itself, as well as the coupons, is in the possession of the passenger, and may be exhibited as evidence that the detachment was accidental.

† The following rules and regulations have been found useful in connection with the operation of an omnibus transfer in a large city between different roads, where the company selling the ticket agrees to transfer passengers through the city, i. e., agrees to pay the omnibus company therefor: Conductors will furnish omnibus tickets to meet necessary transfers. These tickets will be issued only to such passengers as hold interline tickets to points on other lines that have no transfer coupon attached. The ticket should be given to the passenger, not to the driver or collector of the omnibus or transfer line. Conductors should keep a supply of these tickets on hand and not

The rules and regulations governing the issuance and treatment of pledge tickets are given elsewhere herein.*

Only passengers entitled to first class passage are allowed to ride in sleeping or parlor cars.

In the event passengers not provided with such transportation are found in these cars and desire to continue therein, the difference between first class rates and the grade of transportation they possess will be collected. Should the passenger refuse to pay this difference, his sleeping or parlor car fare will be refunded to him by the conductor of such car, after which he will be ejected therefrom.

The passage tickets of sleeping car passengers will be taken up by the train conductor as in other cases, except when he leaves the train during the night and is succeeded by another conductor, in which case they will be taken up by the sleeping car conductor. In the latter case tickets will be kept apart, a separate envelope being used for each ticket. The envelope should show on its face the kind of transportation inclosed, the section number, berth, number of passengers, etc. These envelopes will be delivered to each conductor in turn. Each conductor will take up and cancel the tickets coming within his run and return the tickets for points beyond to the sleeping car conductor to be turned over to the conductor to whom they belong. As conductors who leave the train during the night are not able to verify the tickets submitted to them by the sleeping car conductor, this duty should be performed in the morning after the passengers have arisen, by the conductor then in charge.†

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borrow from each other. Tickets should be issued in numerical order, commencing with the lowest number on hand. When transfer tickets are issued on excursion or half fare tickets, the fact should be indicated. Upon the back of all transfer tickets issued by conductors, the form and number of the passage ticket upon which issued should be noted; also the name of the road issuing the passage ticket.

* For form of pledge ticket, see Form No. 5, appendix.

† After passengers have retired at night they cannot be disturbed by the conductor. The conductor should, therefore, depend on the employes of the sleeping car. If they tell him

The various kinds of mileage tickets should be canceled according to their particular requirements. The most ancient of the mileage tickets in use is an ordinary pasteboard card, with numbers printed around the margin, the aggregate of these numbers equaling the denomination of the ticket; say, five hundred miles. When this ticket is presented, the conductor will cancel amounts printed in the margin equal to the distance the passenger travels.

Several kinds of mileage tickets are bound in book form. One form is like an ordinary book, except that each leaf is cut up into, say, twenty coupons, each representing one mile. When this ticket is presented, the conductor will detach coupons equal in amount to the distance the passenger travels.

Another form of mileage ticket* consists of a long strip or ribbon of paper, folded between two covers, the covers being held together by rubber bands. This strip is divided up into sections between horizontal lines, each section representing one mile; the sections are numbered progressively from one to one thousand or more, as the case may be. When this ticket is presented, the conductor will pull out the ribbon until the mileage equals the distance the passenger travels; this he will tear off.†

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that there is but one person in a berth, he must believe it under ordinary circumstances. However, it is the duty of the conductor, so far as he can, at every opportunity to verify the statements of the sleeping car people, even to the extent of examining the berth after the occupants have retired, if he has reason to believe that an attempt is being made to deceive him. By a little exertion conductors may satisfy themselves in regard to all passengers occupying sleepers who leave the cars during their run. If each conductor will do this, and the conductor in charge in the morning performs his duty, the reports of sleeping car employes will be thoroughly and fully checked.

* The Thrall ticket.

† This particular ticket has brass or celluloid strips along the edges of the covers to facilitate detaching the coupons. "A convenient way to handle the form is for conductors to hold the ticket in the left hand, open the front cover towards themselves, draw out nearly enough of the strip to cover the trip, then close the cover on the portion drawn out, adjust the straight edge (on

The method of using mileage tickets is very simple. But in order to prevent improper practices, such use should be carefully systematized.

Conductors should detach from mileage tickets coupons equal in number or amount to the miles the passenger travels, plus such arbitraries as may be authorized to cover bridge and ferry tolls, etc., a table of which should be furnished by the proper officer.

The number of the ticket, as printed on the strip or coupon, should be compared with the number printed on the cover of the book, to see that it agrees therewith.

Careful scrutiny should also be made to see that the unused portion of the ticket is intact.*

Passengers presenting mileage tickets are required to sign their names in pencil in the presence of the conductor on the back of the detached coupons (close to the top) before the same are torn off.† The signature, should be identical with that on the cover of the ticket.

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top of the front cover) between the lines evenly, exactly at the place where the detachment is to be made, compress the covers when adjusted, and at the same time draw the strip toward themselves against the straight edge. The strip can then be torn off easily and smoothly."

*This should be done because attempts are sometimes made by unscrupulous persons to defraud the carrier by tearing off a portion of the strip and leaving in the cover an incomplete part thereof. When this latter has been used and the cover returned, they will insert that which has been held back in a new cover; the object of this is to lessen the deposit usually required of those who purchase these tickets, to enable the seller more easily to dispose of his ticket. These fraudulent attempts can be readily detected, if conductors will scrutinize all mileage tickets offered, and see that the closing number of mileage coupons is intact. Thus a two thousand mile ticket that only showed the number of miles to run from one to five hundred, or from two hundred to twelve hundred, would be invalid, and the fact that a number of miles was missing would be evidence of an attempted misuse of the ticket.

†It is a custom, more or less prevalent, to sell mileage tickets (books) at a certain figure (say, $25), and afterward a stated refund is made to the purchaser, upon return of the covers of the book, if it appears that he has personally used the ticket. One of the means of determining whether he has done this is the enforcement of the rule that upon each lot of coupons

In the event of fraudulent practice or attempt to deceive in the use of mileage tickets, or if the holder declines to indorse coupons as provided, or if the signature proves him not to be the rightful owner of the ticket, it should be taken up and sent to the proper officer, with a statement of the facts, fare being collected.

After the coupons are detached, the names of the stations from and to which the passenger travels should be entered thereon by the conductor; also the date. The coupons should then be canceled.

As similar forms of mileage tickets are in use on many different roads, they should be carefully scrutinized by conductors to see that those of other roads not authorized are not honored.

Mileage coupons are to be detached by the conductor. He should only detach numbers sufficient to cover the distance he runs. The coupons detached should represent the exact distance traveled, fractions of a mile being regarded as one mile, except that when a passenger's journey is for less than five miles, coupons representing that distance are detached.

In the event a mileage ticket is presented, the contract for which is not signed in ink or indelible pencil, as required, conductors will decline to accept it. The passenger should, however, be allowed to retain the ticket, but the matter should be reported forthwith to the proper officer, giving the number of the ticket, by whom issued, date, etc.

In the event a passenger tenders mileage coupons insufficient to cover his journey, they will be accepted and applied as far as they go, fare being paid for the balance of the journey, or a ticket purchased to cover the same at the point where the coupons cease.

If a passenger presents two mileage tickets to cover his journey (one of which has not a sufficient number of

detached the holder shall write his name. This indorsement, if correct, will, of course, correspond with the purchaser's signature on the cover of the ticket.

coupons remaining in it for the purpose) the partly used ticket should first be exhausted, the coupons necessary to cover the remainder of the journey being taken from the other. In such cases the detachments taken from the books respectively will be pinned together and the proper notation made thereon.

Passengers holding refund tickets (i. e., tickets upon which a certain portion of the price paid is to be refunded by the carrier) should be allowed to retain the covers thereof, when the coupons are exhausted, as the carrier requires this evidence before paying the rebate. In all other cases covers should be taken up with the last inclosures or detachment of coupons.

The rubber bands on the covers of mileage tickets should not be detached when removing the coupons. Conductors should keep a supply of these bands on hand to replace those that have become detached from tickets in the hands of passengers.

In accepting mileage coupons between points reached by competing lines, it is frequently the custom for the longer line to detach coupons only to the extent of the distance via the shorter line, when the passenger makes continuous trips between such points. A table or list of the places, if any, between which such practice is observed (embracing also a statement of short line distances) will be furnished conductors. When the competitive point is beyond the run of the first conductor, he will detach coupons for the whole distance and issue in lieu thereof a mileage exchange check for the information of subsequent conductors. The detached coupons will be affixed to the record of the exchange check that is sent to the ticket auditor.*

If a passenger who is entitled to constructive mileage as provided in the foregoing rule, gets on a train at an intermediate point not named in the mileage table referred to, the distance from the next succeeding

* For description of this exchange ticket, see Form No. 21, appendix.

station will be taken, adding the difference between the two stations to the distance given; provided the total mileage thus obtained does not exceed the distance in the mileage table from the station preceding the one where the passenger takes the train.*

Conductors must be careful to indicate plainly on mileage exchange checks the destination of passenger and date of issue. Such checks (for obvious reasons) are good only for continuous trips;† this should be explained to the passenger. Succeeding conductors should be careful to scrutinize mileage exchange checks to see that they are thus used.

In the event a mileage exchange check is presented under circumstances that indicate that it is being improperly used, fare will be collected. If an expired mileage check is tendered and refused, the fact should be noted on the receipt for fare, given by the conductor, the number of the exchange check being given. The passenger should be allowed to retain the exchange check, and should be referred to the proper officer for redress, if any is sought.

Mileage exchange checks should be signed by the conductor issuing them, the date and year being written in ink or indelible pencil.‡

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* It will be understood in this connection that the distances given in the mileage table referred to are made to correspond with those of the competitive route.

† I. e., only on the first train or trains that connect and that run to destination.

‡ In some cases the mileage exchange checks provide for the date being indicated by a punch instead of being written in. "In issuing exchange checks conductors must be particular to cancel the correct destination (station numbers or station names) and the date of issue, as it is intended that only sufficient time will be given for a continuous trip without interruption from the starting point of the check to destination; hence conductors of connecting trains, honoring checks, should have correct information indicated thereon to guide them in determining whether the checks have been used for a continuous passage according to train connections."

[illegible] the party [illegible] the coupons [illegible] taken [illegible] taken [illegible] together and [illegible]

[illegible] upon [illegible] to be [illegible] to retain the [illegible] as the [illegible] the rebate [illegible] will the [illegible]

[illegible] tickets [illegible] the coupons. [illegible] hands on [illegible] detached from [illegible]

[illegible] reached [illegible] custom for the [illegible] to the extent of the [illegible] the passenger makes [illegible] a table or list of [illegible] which such practice is [illegible] a statement of short line distances [illegible] When the [illegible] the end of the first coupon [illegible] for the whole distance and issue in lieu thereof a mileage exchange check for the information of subsequent conductors. The detached coupons will be affixed to the [illegible] check that is sent to the ticket [illegible]

If a passenger who is entitled [illegible] as provided in the foregoing [illegible] intermediate point [illegible] referred to, the [illegible]

* For description [illegible] appendix.

station will be taken, adding the [illegible] between the two stations to the distance [illegible]. The mileage thus obtained does not exceed the distance in the mileage table from the station preceding that at which the passenger takes the train."

Conductors must be careful to indicate [illegible] on mileage exchange checks the destination of passenger and date of issue. Such checks for various reasons are good only for continuous trips; this should be explained to the passenger. Succeeding conductors should be careful to scrutinize mileage exchange checks to see that they are thus used.

In the event a mileage exchange check is presented under circumstances that indicate that it is being improperly used, fare will be collected. If an expired mileage check is tendered and refused, the fact should be noted on the receipt for fare given by the conductor, the number of the exchange check being given. The passenger should be allowed to retain the exchange check and should be referred to the proper officer for redress, if any is sought.

Mileage exchange checks should be signed by the conductor issuing them, the date and year being written in ink or indelible pencil.

[illegible]

The following rules and regulations will govern in the case of sleeping cars:*

Sleeping car tickets and fares will be collected by the conductor of such car, when there is one; in other cases, by the conductor of the train.

The methods prescribed for collecting and canceling passage tickets will govern those for sleeping cars.

Special tickets are sold to cover the use of sleeping cars. When passengers are not provided with such tickets, cash will be collected in accordance with the rules and regulations governing.

A receipt should be given to each sleeping car passenger, without reference to whether he delivers a ticket or pays cash. These receipts will be taken up by the porter of the car, and transmitted by him directly to headquarters. The tickets and cash taken up by the conductor will be directly transmitted by him.† Receipts should specify the names of the stations between which they are good, date and amount. Conductors should explain to passengers that receipts should not be destroyed or thrown away, as they are required by the porter, and are necessary to secure passage.‡

When cash is collected, both for passage and sleeping car accommodations, a separate receipt should be given for each. Separate receipts should also be given when a payment covers more than one person or fare.

The diagram of the sleeping car, required to be forwarded to headquarters by the porter, should show the

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* In this connection, sleeping cars will be understood to cover drawing room cars, parlor cars and others for which special charge is made.

† Upon some roads the conductor merely cancels the tickets held by passengers, leaving them to be taken up by the porter. When a more perfect check is sought to be obtained, however, the conductor takes up the tickets and issues his own in lieu thereof, which latter pass into the hands of the porter.

‡ Upon some roads these receipts are written; upon others they are of a duplex nature, a punch being used in lieu of pen.

seats or berths occupied; it should correspond with his returns, also with the returns of the conductor.*

When practice permits the use of stop-over tickets, the rules and regulations governing should be rigidly observed.†

Tickets taken up in exchange for stop-over checks issued should be canceled and transmitted, as in other cases.

Stop-over checks, after being issued, will be regarded the same as passage tickets, and the rules and regula-

* It will not be out of place to call the attention of conductors, porters and others in this place to the necessity for exercising at all times care to see that the tickets, checks and receipts in the hands of passengers are not used by them beyond their proper destination. The disposition to do so is one of the oldest tricks carriers have to contend with. From the first, passengers have bought tickets for a less distance than they desired to go, hoping to smuggle themselves through the balance of the way without paying.

† See Form No. 22, appendix. In writing on this subject, in 1879, the writer hereof said: "The service upon our railways has long awaited the introduction of a form of stop-over ticket, or check, to be issued by conductors to passengers who desire to stop en route. The great desideratum has been a form of stop-over ticket so simple in its construction, yet so comprehensive in its character, as to meet the wants of the most extended line—a ticket (it would, perhaps, be more proper to call it a check) that could be used in common, and without any change whatever upon the different divisions, branches or lines of a railway; a check that did not necessitate any writing upon the part of the conductor, or occupy his time unnecessarily in issuing; a check so arranged that the department office could keep itself advised of the number and character of such stop-over checks outstanding, and, as far as possible, the basis upon which they were issued." In reference to these checks a writer says: "It has been decided by the Supreme Court that railway companies are under no legal obligation to furnish stop-over checks to passengers desiring to stop short of the destination named in their tickets. The Court held that a passage ticket is a contract entire in its character, and neither party has the right to insist upon its performance in fragments; hence, when railway companies see fit to accord stop-over privileges to passengers, the terms under which stop-over checks are issued and accepted must be complied with by both parties." The issuing of stop-over tickets has been practically discontinued on many, perhaps a majority of the railroads of America.

tions governing the cancellation of the latter will be observed.

Stop-over checks are only issued to holders of regular first class, unlimited, one-way tickets, and such other forms as may be expressly provided.

Passengers traveling on passes are not to be given stop-over checks. If they wish to alight at an intermediate station, the conductor will cancel the pass to the next cancellation point beyond the station at which they stop,* noting on the back of the pass with ink or indelible pencil that it is good from the place where they leave the train, and sign the same as conductor.

Stop-over checks can only be used from the particular point for which issued. Should a passenger desire to stop off again, the original check should be taken up and a new one issued.

Stop-over checks issued upon interline tickets can be issued only by the conductor who takes up the coupon, and should read to the terminal junction point.

Care should be taken in issuing stop-over checks to see that they read to the destination of the ticket or coupon taken up. In the event a passenger should afterward claim that his check was not in accordance with his ticket in this respect, conductors will telegraph the proper officer for instructions, giving the number of the check held by the passenger. If such instructions are not forthcoming in time to allow the conductor to act thereon, he will honor the check as it reads and refer the passenger to the proper official for adjustment.

Stop-over checks are limited as to time,† and the attention of passengers should be called to this fact when they are issued. When taken up, they should be scrutinized to see that this limit has not expired. In computing the time the date of issue will not be counted.

* In explanation of the phrase "cancellation point," the reader is reminded of the following rule: "Each line will be divided into sections by the general ticket agent or other officer; each ticket should be canceled once on each section over which it passes."

† Usually fifteen days.

Stop-over checks should be signed by conductors in ink or indelible pencil, and should be issued in numerical order, beginning with the lowest number.

If through error a conductor issues a stop-over check out of its order, he will change the lowest number on hand to read the same as the one issued and put it in place thereof, and notify the proper officer of the change, specifying the number improperly issued, also the number of the check changed.

It will sometimes occur that a passenger will wish a stop-over check after his ticket has been taken up and the conductor is unable to identify it. In such cases the conductor should satisfy himself that the passenger is entitled to the privilege and is not seeking, in this manner, to travel beyond his proper destination. When so satisfied, he will issue a stop-over check, using for the purpose any ticket to the proper destination.*

If a passenger after obtaining a stop-over check should not wish to use it, the issuing conductor will, if the whole journey is within his run, take it up and cancel it. If only a part of the journey is within his run, he will cancel it for such run only, the passenger retaining it meanwhile for presentation to the succeeding conductors.

When passengers who are on a train that does not reach a cancellation point present tickets to a station beyond such point, the tickets should be taken up and canceled and stop-over checks issued, reading from the station where the train stops to the destination specified on the ticket.

In the event a train does not stop at the destination named on the ticket, conductors will issue a stop-over check, reading from a preceding station at which the train stops, to the station to which the passenger is ticketed. Conductors should, however, explain to passengers taking trains that do not stop at stations to

* In explanation it will be understood, in this connection, that a conductor, when he issues a stop-over check, makes at the same time a report thereof, which latter he sends to the ticket auditor with the ticket for which the check was issued.

which they are ticketed that they should leave the train at a place short of their destination or at a place beyond, in which latter case they will be required to pay fare both ways for the increased distance traveled.

Passengers alighting at a cancellation point will not be given stop-over checks. In such cases tickets will be duly canceled to such point and returned to the passengers.

Stop-over checks are good on freight trains that carry passengers.

With each supply of stop-over checks furnished a record thereof is sent; this record is intended for the use of the conductor and should be kept in accordance with instructions.

Conductors should be furnished by the proper official with a list showing the number of each station, to be used in issuing stop-over checks and for other purposes.

RETURNS OF CONDUCTORS.

It is not probable that the returns rendered by conductors on different lines harmonize exactly in any particular instance. They are, however, substantially the same. Different methods of business suggest different ways of treating the same. Thus, if a railway company employs ticket collectors, the returns rendered do not harmonize with those of a company whose conductors collect the tickets; in the same way, the returns of a company that requires its conductors to give receipts for fares collected will differ materially from those of a company that does not pursue this method.

The tendency in railway practice, in all matters of accounts, is in the direction of greater exact-

ness, greater responsibility. This multiplies returns, and incidentally increases work. How far this is justified must be left to those in charge of particular properties. It is quite apparent that it can be overdone.

The duties of conductors in connection with the accounts require that they should be systematically educated therein; that they should be instructed in reference to the tickets in use, and the proper cancellation of the same; also, in reference to the returns required, and how and when they are to be made. These things cannot be picked up haphazard.

The difficulties that attend the work of the conductor are embarrassing. The hurry and confusion tend to breed carelessness of method. It is impossible to prevent errors and omissions, because of the informal manner in which the work is done. But it is not impossible to have it carried on intelligently and faithfully within prescribed limits.

The returns of conductors grow in number and importance the more fully the question of handling passenger accounts is studied and understood. At one time no returns whatever were required. Conductors simply sent the money they collected, marking the amount on the back of the envelope, with their names. The tickets they took up they burned or otherwise destroyed. Afterward, as railways grew in experience, conductors were required to send the tickets to headquarters. The detailed return that they are now

required to make for cash fares collected was an afterthought. From being a mere memorandum, it has been altered and amended until it has become a carefully drawn statement of each fare collected, giving such particulars thereof as circumstances permit, or as may most clearly identify it. A correct understanding of this return can be had only by a careful study of the blank itself.* It affords the following information: Signature of conductor; his cancellation punch; stations between which the train ran; number of the train in each direction; date; amounts collected in each direction, and total; commencing and closing numbers of receipts issued for fares collected; points between which the fares were collected; number of fares collected between the different stations, and amount thereof. It also provides for explanatory notes.

The following rules and regulations are observed by conductors in rendering the return of cash fares collected:

It should be made immediately upon the completion of each round trip.

It should embrace an itemized statement of cash fares collected.

A return is required for every train carrying passengers.

In the event no fares have been collected on a trip, the conductors will note the fact on the return.

* See Form No. 18, appendix.

The commencing and closing numbers of receipts for cash fares should be given in all cases.*

The return should be forwarded to the ticket auditor by first train in the envelope provided for the purpose.

The difference between the commencing and closing numbers of cash fare receipts, as reported, should agree with the number accounted for.

The counterparts or records of receipts issued, sent to the ticket auditor, should correspond with the fares collected as stated in the return.

In reporting the number of fares collected between particular stations they will be bulked, in each direction, so that the fares collected between any two points will be embraced in one item.

In cases where both the ordinary and the rebate forms of receipts are given† the latter should be distinguished on the return by prefixing the letter "R" to the number of the receipt given in the return.‡

The extension on the return of the number of fares collected between the various stations and the rates charged should be the product of the number of fares collected, multiplied by the rates charged, as shown on the record of receipts issued.

When collections are made at less than train rates, explanations should be given.

When an outward trip is in one month and the return trip in the succeeding month, the return for the round trip should be embraced in the new month's account.

When a conductor has an assistant who collects fares

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* Receipts are sometimes issued in cases where no money is collected; these require special explanation in the return, for the information and guidance of all concerned.

† I. e., where passengers are allowed a rebate on the amount paid by presenting their receipts to the company or its agents.

‡ Upon some roads both practices are observed, i. e., the issuance of rebate receipts and receipts upon which rebates are not allowed. Where the practice is uniform the notation referred to above may, of course, be omitted.

or tickets, the transactions of the latter will be embodied in the returns of the former.*

Connected with each blank receipt for fares collected is a counterpart or stub to be returned to the ticket auditor. These should be arranged in station order, those referring to receipts issued between the same points being kept together. They should be forwarded immediately upon completion of the trip.

Conductors should keep the cash of the company separate from their personal funds. This is a general and invariable rule, applying equally to officers and employes. Its observance will help conductors to verify the accuracy of returns. Upon completion of a trip, they will, by keeping the cash collections apart, be able to ascertain, by counting the money, how much they have collected. This amount should be the sum covered by the return.

In addition to the stereotyped returns required of conductors, they are called upon to make special returns from time to time, as exigencies arise, just as others in the service of a company are. Thus they will be asked to make special returns of tickets honored from or to particular places or via particular points; returns of tickets canceled, but not taken up,† and so on. In each case the blank or instructions clearly indicate what is required.

In addition to the foregoing, returns are required from conductors of the fares that they collect for

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* This rule does not contemplate the making of any statement to the conductor by his assistant. In the event any such statement is made it should be attached to the conductor's return; the latter, however, will report all its facts. In many cases assistant conductors do not make the whole trip, but merely act in emergencies, such as the departure from a large city. In such cases the assistant does not make any return at all, but hands over the tickets and fares to the conductor, who incorporates them in his return. There is no reason, however, why assistant conductors should not make returns the same as conductors, if desired. The merging of their returns with the conductor's is a practice merely, and perhaps not a good one.

† See Form No. 20, appendix.

sleeping, parlor, drawing room and other cars for which a separate charge is collected. These returns are in many respects substantially like those exacted in the case of cash passenger fares, the point being in every case to particularize each item.*

Many other returns are required of conductors, such as: A return of stop-over checks issued;† a return of exchange checks issued for mileage coupons; a return of pledge tickets or receipts issued; returns from conductors of freight trains.‡

A balance sheet or account current.§

The following rules and regulations governing the tickets collected by conductors should be observed by them:

Tickets should be canceled when taken up by the conductor. Afterward they should be sent to the ticket

* Whenever sleeping cars are referred to throughout this volume, parlor, chair, drawing room and other cars of a like nature are also referred to. Sleeping cars, as a rule, are not operated by railway companies, and the latter rarely, if ever, act in the collection of fares for such cars. The sleeping car has its own conductor and porter, and the returns they make are such as the circumstances of the case require. They are not materially different from those passenger conductors make. If the conductor of a railroad company acts as conductor of the sleeping car, he makes special returns to the sleeping car company. However, such matters are purely local, and governed by local arrangement. No attempt is made herein to give specifically either the blanks or the rules and regulations of sleeping cars. They are not uniform, any more than those of railroad companies, but are such as the ingenuity and experience of the company in interest suggest.

† To be inclosed in Form No. 23, appendix.

‡ See Forms Nos. 18 and 19, appendix.

§ See Form No. 4, appendix. The balance sheet should be sent to headquarters by the first train after the close of the month. It shows the balances brought forward, the collections for each trip, the amount of each remittance, and such other details as are necessary to a full and clear understanding of the conductor's account. Provision is made, in connection with this return, for notifying conductors of errors and omissions discovered in auditing their accounts.

auditor by the first train after the close of the round trip.

This duty should be looked after personally by conductors.

Each kind of ticket should be arranged in a separate package and be fastened together by a rubber band. The tickets will be classified as follows: 1. Card tickets and the stubs detached from commutation tickets. 2. Book and blank forms of local tickets. 3. Coupon tickets, local and interline being assorted separately. 4. Passes and stock contracts. 5. Mileage coupons and mileage exchange checks and records. These last should be inclosed in an envelope provided for the purpose, giving a description of the train, date and name of conductor. 6. Stop-over checks and returns for stop-over checks; also tickets upon which stop-over checks have been issued. These last are to be inclosed in an envelope provided for that purpose.

Tickets should not be folded if it can be avoided. They should be arranged face up, those reading in the same direction being placed together.

Local tickets should be arranged in station order.

The tickets taken up on a trip should be inclosed with the return of cash fares collected for such trip in the envelope provided; the envelope should specify the train, date and conductor's name.

Cash collections should be remitted by express by first train after each round trip. The amount of the remittance should agree with the sum collected after allowing for the correction of errors and omissions in previous returns.*

* The rules of railroads in regard to remittances are not uniform. It is not by any means the universal practice of carriers to require their agents and conductors to remit each day the exact amount of their collections.

CHAPTER IX.

PASSENGER SERVICE IN AUSTRIA AND GERMANY—EUROPEAN METHODS OF HEATING PASSENGER TRAINS.

The regulations of different countries vary according to the methods of carriers, the habits of the people, and the peculiar nature of the conveyances. They agree, however, in the main.

AUSTRIA.

The Austrian roads have some interesting peculiarities; they have passed through many vicissitudes. They have tried government ownership, autocratic management under political ownership and other devices. Some of their rules and regulations governing the passenger service are worthy of note.*

Austrian regulations require that railroad employes must treat the public in a polite, modest and business-like manner, and must be obliging as far as the service will allow. They must render all the services required of them gratuitously; it is prohibited them to accept any compensation from the public; employes are not allowed to smoke when they are on duty. The public must conform to the wishes of employes, who are to

*Laws governing the management of railroads in the kingdom and provinces represented in the Council of the Empire, and by-laws given the 25th of July, 1877. Translated by M. Blanque.

be recognized by a uniform. Differences between the public and employes are to be decided by the station manager, or, on the road, by the conductor. Complaints must be made to the officers, either verbally or in writing, or must be entered in a book which can be found for this purpose at each station. The managers must give an answer at an early date to all complaints, to which must be added the names and residences of complainants. Complaints in reference to an employe must specify the name, number or uniform of the latter. The public are to have admittance only to such parts of the depot and railway grounds as are always kept open, or are open temporarily for the convenience of the public. Walking on the tracks or roadway is not allowed, except to those who possess the right in accordance with the regulations of the railway police. Forwarding of passengers, quadrupeds, etc., can be refused, if uncontrollable, or circumstances should arise, or superior power interfere, or if the regular means for forwarding should be insufficient. Payments must be made in current gold and silver coin, excepting fractional currency, in accordance with the rates published by the railroad management. The forwarding of passengers is regulated by the time table hanging on the wall at all stations. The time table also states what classes of cars the respective trains haul. The running of special trains is left to the consideration of the management. The station clock regulates the time for starting trains. The prices of tickets are given in a tariff posted up in a conspicuous place at each station.

Tickets secure seats in the respective classes as far as there are such seats. If a passenger cannot obtain such a seat as the ticket issued to him entitles him to occupy, and if there is no vacant room in a higher class, he is at liberty to exchange his ticket for one in a car of a lower class, the difference in price being refunded to him, or he has the right to ask for the return of his money, thus renouncing the obligation of being forwarded. Those passengers who are in possession of through tickets must be disposed of first. Each ticket sold must show

the names of the stations between which it is good, also the price of the class which the passenger intends to travel in;* finally, the time or the train for which the ticket is good. The time or train for which a ticket has been issued must be stamped upon it, so that the purchaser can see at a glance whether it answers the purpose or not. The passenger has the right to stop at an intermediate station and take another train of corresponding grade on the same or following day; but in such case, after alighting from the train he must present the ticket to the station manager to have its validity extended. The time granted on trip or return tickets cannot be extended.† Prices are reduced and tickets issued for children under ten years, and should there be any doubt about their age, the decision of the revising officer is final. No fare will be paid for small children carried in arms, or who occupy no extra room. The exchange of tickets of a lower for a higher class will not be allowed within ten minutes of the starting time of trains, and will not be allowed in any event unless there are unoccupied seats in class desired. When tickets are exchanged the difference in price must be paid. At intermediate

* "Private servants (male and female) accompanying gentlemen's carriages by ordinary trains, are allowed to travel in or upon such carriages with second class tickets; if by the third class train, with third class tickets; but this privilege does not extend to any other than servants. Servants when accompanying their masters traveling by express trains, are charged second class express fares; but this can only be the case if such servants are properly identified by their masters or mistresses who may be traveling with them."—*Great Northern Railway of England.*

† "A return ticket is granted solely for the purpose of enabling the person for whom the same is issued to travel therewith to and from the stations marked thereon, and is not transferable. Any person who sells or attempts to sell, or parts or attempts to part, with the possession of the return half of any return ticket in order to enable any other person to travel therewith, is hereby subjected to a penalty not exceeding forty shillings, and any person purchasing such half of a return ticket, or traveling or attempting to travel therewith, shall be liable to pay the fare which he would have been liable to pay for the single journey, and shall, in addition thereto, be subjected to a penalty not exceeding forty shillings."—*English Standard.*

stations such exchange will not be allowed except when an additional ticket is purchased to the place of destination, the value of which added to the value of the ticket first purchased equals the price of the higher classed seat desired. Particular seats cannot be sold or reserved in advance. Employes have the right, and on demand of passengers are obliged, to point out seats to the latter. Ladies traveling alone must be seated in separate ladies' coupé when they desire it. A separate ladies' coupé must be provided in all trains for passengers of the second and third class. This distinction will be modified as necessity requires when cars are constructed after the American system. At all stations the waiting room must be opened at least one hour before the train leaves. On entering the waiting room, the passenger, if desired, must exhibit his ticket, also on entering a car. During the journey passengers must retain their tickets until the same are collected. Any passenger who shall not be in possession of a valid ticket must pay a fine double the amount of the fare for the distance traveled, and any passenger who, when going on board of a train, tells the conductor thereof that he (the passenger) was too late to buy a ticket, and is allowed to stay on board of such train, must pay, in addition to the fare, fifty kreutzer.* If the passenger refuses to pay such fine he can be put off the train. The sign to enter the cars is given by two strokes of the bell. No one is allowed to get on board the train after the sign to start has been given by the whistle of the locomotive, and any effort to do so is punishable.

A passenger who misses the train in the manner described has no claim for the refunding of his fare or

* "The guard must not allow any passenger or parcel to be conveyed by the train unless properly booked; and if he has reason to suppose that any passenger is without a ticket, or is not in the proper carriage, he must request the passenger to show his ticket, reporting to the stationmaster or person in charge any irregularity he may detect. When a passenger is desirous of changing from an inferior to a superior class of carriage, the guard must have this arranged by the stationmaster or person in charge."—*English Standard.*

for indemnification of any kind. But he has the right to use the ticket in his possession on the next day upon a train of the same class, but the ticket must be extended by the stationkeeper. The extension cannot be applied on return or round-trip tickets. On arrival at a station, the name of same and the length of sojourn, and any changing of cars must be called. After the train has stopped, the doors of the cars which have this station as the point of destination will be opened. The doors of other cars will only be opened if desired. Anyone leaving his seat without first securing its retention, must secure another one in the event it is occupied during his absence. If a train is stopped outside of a station on account of some obstacle, no one will be allowed to leave the cars without the conductor's consent. Passengers must not stand upon the track, and must resume their seats upon the first signal of the whistle. The signal to start is three blasts of the whistle; anyone not on board when the signal to start is given will be excluded. While the train is moving, no one is allowed to look out of the cars, lean against the doors, or step on the seats. If objection is made by one passenger only, the windows on the windward side can be closed. Only employes have the right to open the doors for entering or leaving the cars; no stepping off the cars is permitted until the train has come to a full stop. Every passenger must keep at a distance from the rails and machines, and must leave the depot in the direction prescribed. Any damage done to the cars by the passengers must be paid for according to the indemnification tariff, and employes are empowered to make collections at the time in accordance with such tariff.* Claims cannot be made on account of delayed

* "Any person who willfully cuts or tears any lining, or window strap, or curtain, removes or defaces any number plates, or breaks or scratches any window of a carriage used on the railway, or who otherwise, except by unavoidable accident, damages, defaces or injures any carriage, or any station or other property of the company, is hereby subjected to a penalty not exceeding five pounds, in addition to the amount of any damage for which he may be liable."—*Great Western Railway, England.*

trains. The abandonment or interruption of a train during a voyage only justifies a claim for the amount of the fare for the distance not traveled by the passenger. If connection with another train should have been missed and superior power has not been the cause, the passenger, if he takes the next return train to his starting point, is entitled to have the amount of both fares refunded to him on proof of his claim. Such passenger, however, to secure his claim is obliged, on arrival of the belated train, to report to the stationkeeper and present his ticket. The latter must confirm the delay and the stationkeeper of the starting point has also to certify to the time of the passenger's return. In case interruption to a voyage is occasioned by the elements, or obstacles have damaged the railway, arrangements must be made to forward passengers in the best manner possible. Irregularities must be made known to the public by visible placards posted at the different stations. Dogs and other quadrupeds are not allowed in the cars; lap dogs are excepted from this rule in those cases where no objections are made by passengers. Smoking is allowed in all classes of cars, but in the event there is no smoking coupé of the first class in the train, smoking will not be allowed in coupés of the first class when passengers object. Every passenger train must contain second class and, if possible, third class coupés in which smoking is prohibited. Tobacco pipes must be sufficiently covered. Baggage containing combustible articles, liquids and other articles which might do injury, especially charged guns, gun powder, easily inflammable preparations and things of such nature, are not allowed in the passenger cars. Employes are empowered to examine such articles closely. Anyone disregarding this rule is responsible for any injury caused, and is also subject to a fine according to the regulations of the railway police. Huntsmen must have a special permit. Transgressions of the rules prescribed, action in opposition to employes' wishes, indecent behavior or drunkenness will lead to the exclusion of the person or persons in fault from the cars, and in such cases fare will not be refunded.

Drunken persons will not be allowed admittance to the waiting rooms or cars, and must be ejected when they gain access thereto.* If ejected during the voyage, as provided by this rule, or after having surrendered baggage to the company for forwarding, the person or persons ejected are not entitled to have their baggage delivered at the station to which it was originally directed.

GERMANY.†

Children under four years of age travel free, but they must not occupy any seat. From four up to ten years of age children pay reduced fares. Should doubts arise as to the age of children, the opinion of the highest ranked railway official present decides as to the validity of the claim for the time being.

Tickets must indicate the name of the line for which they are delivered; also class and fare. Five minutes before the departure of a train the railways are not bound to deliver any more tickets for that train. The officials may decide that no change will be given at the booking office, and in consequence request passengers to hand in no sum greater than the amount of the fares. Whole compartments, or a part of them, must be secured at least half an hour before the arrival of the train by paying a sum equal to as many times the fare as there are seats to be engaged. There must, however, be in the coming train a sufficient number of seats or compartments disengaged. (This applies especially to sleeping and saloon cars.) If a passenger cannot get a seat in any carriage of the class for which he booked, and no seat can be given to him temporarily in a higher

* "Any person found in a carriage, or elsewhere upon the company's premises, in a state of intoxication, or using obscene or abusive language, or writing obscene or offensive words on any part of the company's stations or carriages, or committing any nuisance or otherwise willfully interfering with the comfort of other passengers, is hereby subject to a penalty not exceeding forty shillings, and shall immediately, or, if a passenger, at the first opportunity, be removed from the company's premises."—*Great Western Railway, England.*

† These regulations came in force on the 1st of January, 1893.

class, he can exchange his ticket for one of a lower class and claim the difference in fare; or he may give up the journey and claim the reimbursement of the fare.

If a passenger arrives at a junction station, where he has to change trains to travel on another line, he is entitled to the use of the waiting room of the latter until his train arrives. With regard to the night hours comprised between 11 p. m. and 6 a. m., he shall only be entitled to stop in the waiting room if it has to be kept open. Passengers are reminded that it is time to get into their train by the ringing of a bell, or are requested to do so by porters calling out in the waiting room the names of the places at which the train stops.

A special compartment must be reserved in each train for ladies. Smoking is not allowed in any first class compartment, unless all the passengers traveling agree to it. The railway may, however, set apart first class compartments for smokers and non-smokers. Smoking is allowed in all compartments of second, third and fourth class carriages. It is, however, recommended to set apart second class compartments for non-smokers. This may also be done in third class carriages, if the arrangement of the carriage permits of it. It is interdicted to smoke in ladies' and non-smokers' compartments, even if the other occupants should consent to it. Pipes must be provided with lids, to avoid the flying of sparks.

The traveler who misses his train is not entitled to any compensation. But if the ticket was valid only for one special train, he can, after having obtained the *visé* of the stationmaster on his ticket, travel the same day by any train, or the next day by a similar train bound for the same station as that indicated on the ticket. Should the fare by any one of the subsequent trains he travels by be higher than that indicated on the ticket, the passenger must pay the difference. If, on the contrary, the fare be lower, the railway has to refund the difference.

Drunken people must not be admitted into the waiting rooms or the trains. People ejected from the station

will be refunded their fare and receive their luggage. If the ejection occurs at a station during the journey, the passenger is refunded a sum equivalent to the fare of the uncompleted portion of the journey; but the luggage which they might have had registered can only be returned at the end station. The same rule applies to people who behave indecently and those who are inflicted with visible and repulsive infirmities, unless they travel in compartments specially set apart.

People discovered traveling without a ticket must pay double fare for the distance which they have traveled. If the name of the station at which the trespasser got into the train cannot be ascertained, he shall pay double the fare for the whole distance the train is running. This amount must not be less than $1.50. Passengers who, without being compelled to do it, inform the guard or conductor that they were too late to get tickets, will only be required to pay the amount of the fare and a tax of 25 cents. The amount must in no case exceed the double fare. He who refuses to pay may at once be given in charge of the police.

The windows on both sides of a carriage compartment cannot be opened at the same time without the consent of all the passengers. Anybody damaging or soiling a carriage is liable to a fine or the payment of an indemnity, which may be demanded on the spot. The officials are bound to produce a tariff of the fines, etc., to be paid.

Should, for some cause or other, a train be stopped some length of time on the open track, passengers cannot leave the carriages without the express consent of the head guard. Passengers who have alighted must keep away from the track, and resume their seats as soon as the usual signal is given. Those who, on the departure signal being given, have not resumed their seats, shall be left behind.

Passengers holding signal tickets may break their journey once at any intermediate station. Those who hold return tickets may break it twice, that is, once in each direction. If the train by which the journey is

completed consists only of carriages of a higher class, or the fares are higher, the difference must be paid. These breaks in the journey do not prolong the time for which the ticket is available. A break of journey must be notified to the station master, who will stamp the ticket accordingly.

When a train arrives so late at a junction station that passengers have missed a train by which they had to continue their journey, they may, if they are provided with through tickets, return to the departure station by the next train, and claim the amount of the return fare for the accomplished up and down journey. This claim must, however, be made at once to the stationmaster on the arrival of the delayed train. When a journey cannot take place, or cannot be continued, the passengers may claim the reimbursement of the fare for the remaining distance; or they may demand to be conveyed free of cost to their destination by another line. This supposes that there is no need for the passengers to leave the train, and that the distance by the other route is not greater than the original route by one-fourth.

If the weather or other natural cause interrupt the traffic on a portion of the line, the railway is bound to supply, free of cost, all suitable means of transport required to convey passengers to the point where the line is again in working order.

Delays in the arrival of trains and disturbances of traffic are to be made known at once to the public by notices posted in the station in conspicuous places.

Dogs, other than lap dogs and hounds, are not allowed in passenger trains.

Passengers traveling fourth class may take with them their tools, baskets, sacks, and other light baggage.

METHOD OF HEATING PASSENGER TRAINS IN EUROPE.*

The question of heating passenger trains has received much attention from the managers of

* Compiled from the "Journal des Mines."—1893.

railroads in Europe, and the following brief review of the methods in use shows the surprising variety of practice that prevails. The methods adopted may be summarized as follows: Boxes in which artificial fuel in the form of bricks (*Briquettes*) is burned; ordinary stoves in which charcoal, wood, coke or coal is used; stoves or heaters in which gas is burned; steam taken from the locomotive or from separate boilers; hot water; hot air, and portable hot water boxes (foot warmers).

Briquettes. — In the use of artificial fuels, or briquettes, in Germany, the apparatus employed consists essentially of a box placed underneath the car seats and containing either a drawer in which the fuel is carried or an iron wire basket. The air supply necessary for combustion in this apparatus is secured in a variety of ways on the different lines on which the apparatus is used, but, in the main, the principle is the same. The briquettes are ignited before being put in the boxes, and are made up generally of a mixture of powdered charcoal, niter and some suitable binding material—dextrine for example. A mixture long used on the Berlin-Potsdam-Magdeburg line is composed of eighty-two parts of charcoal, six of ashes, seven of water, two of binding matter and three of nitrate of potash. This mixture, compressed and dried, yields a briquette which burns slowly and with a comparatively small air supply. The briquettes measure about nine by six centimeters ($3\frac{1}{2}$ x $2\frac{1}{2}$ inches) in section, and burn at the rate of about eighty grams an hour. The price of the briquettes ranges from 320 to 350 francs ($64 to $70) a ton. As to the heating power of these briquettes, it is stated that one of them will heat about two cubic meters (about $35\frac{1}{2}$ cubic feet) of space from 0 degrees to 15 degrees Centigrade (32 to 59 degrees Fahrenheit). In practice, the number of briquettes supplied to a car compartment varies with the outside

temperature; thus, with an outside temperature of 41 degrees Fahrenheit one briquette is used; at 32 degrees two briquettes; at 22 degrees three briquettes; and at 14 degrees four briquettes. The cost, as found on five German lines, amounts to from about 2 to 3.2 cents per hour per compartment.

In Norway somewhat similar briquettes are used, weighing about two pounds each and lasting for about six hours. They cost about $76 a ton. In Belgium, Holland and England the briquette system has been abandoned, but in Austro-Hungary it is used much after the manner followed in Germany.

STOVES.—In Germany stoves burning charcoal, wood and coal are also used. Each car has one stove, so arranged that it can be supplied with fuel and receive all necessary attendance from the outside of the car. In Austro-Hungary coal stoves are employed. In Russia the stoves, which are of cast iron, have a sheet iron jacket and are, in some cases, charged from the roof of the cars, as on the South Constantin line. The number of stoves per car varies with the style and size of car. Wood or charcoal is used as fuel. In Switzerland the stoves, where used, burn coke or wood.

STEAM HEATING.—The steam heating system, as used in Germany, provides for a main distributing steam pipe running underneath the cars. Each main pipe section is provided with blow-off valves, and the pipe on the last car of a train terminates in a suitable escape valve for the water of condensation from the whole system. From the pipes underneath the cars, branches are led off to supply the heating pipes proper, which are arranged under the car seats. The temperature in the cars is under the control of the passengers by means of shut-off valves. Steam is taken either direct from the locomotive or from a special boiler placed in a car directly at the front end of the train. The latter arrangement is in use on the Bavarian state railroads. Where steam for the heating system is taken from the locomotive, a reducing valve is employed.

In Austro-Hungary, on the Vienna-Warsaw line, steam

for heating is supplied from the locomotive. In Galicia separate heating boilers are used. In Russia, also, separate heating boilers of the vertical tubular type are used. On short trains this boiler is placed at the back end of a train; on long trains it is placed about midway between the two ends.

In Sweden separate heating boilers are used on mixed trains, but on express trains the steam is taken from the locomotive.

HOT AIR HEATING.—In Austro-Hungary a hot air system is used in which a furnace is placed underneath the car, the air for heating being taken partly from without and partly from within the car. A certain amount of fresh, warm air is thus constantly introduced into the car, serving a good ventilating purpose. A mixture of coke and charcoal is used as fuel. Some German roads use a similar arrangement. In Switzerland, Belgium and Holland also, a modification of this system is in operation, and is apparently displacing the ordinary car stove, although, like this, it has the disadvantage of over-heating the cars unless carefully attended to.

HOT WATER HEATING.—In Germany, heating by hot water circulation has been used experimentally on several lines, but the most widely adopted method is that of the portable hot water foot warmer. The latter is in use also in Austro-Hungary, Norway and Belgium, and particularly in England, where its use is almost universal.

HEATING BY GAS.—Gas heating has been tried principally in Belgium. Gas derived from the distillation of wood and oil is used, and is compressed to about eight atmospheres pressure in suitable reservoirs. From these it passes through pressure reducers to burners in small heaters, the products of combustion being led off through small chimneys. The small heaters are kept at about the same temperature as the portable hot water foot warmers mentioned.

Referring specially to the methods of car heating practiced in France, the "Journal" says that while the large

French railroad companies, in the main, adhere to the portable hot water foot warmer method, extended experiments have been made with a hot air system, in which fresh air from the outside atmosphere is made to pass over furnace heating surfaces, and is discharged into the cars at the floor level. Thence it passes upward and finally escapes through the roof ventilators. The furnace is placed in a convenient corner of the car. One company used for several years a system of hot water bottles fixed to the floors at the feet of the passengers and heated up, when cold, by injecting steam into them. This system, however, was abandoned for some reason, although good results are said to have been obtained with it.

Practically all the prevailing methods of car heating, according to the "Journal," have been experimented with more or less by the several French companies, and the result has been the conclusion to continue the present extended use of portable hot water foot warmers. These, under the conditions of the French climate, are held to give all the comfort in railroad cars that can reasonably be asked for. But it is evident that no American system of steam heating from the locomotive has yet been introduced into France; not only are foot warmers remarkably inefficient, but on a long journey they require such frequent renewal that the labor of removing and replacing them must be, even with the low wages paid in France, a very formidable item of expense. Systems of continuous steam heating are being tried in Great Britain and are understood to give satisfaction.

CHAPTER X.

FISCAL AFFAIRS AND ACCOUNTS OF ENGLISH RAILWAYS.

In the United Kingdom it is customary to convey by passenger trains, not only passengers and parcels, mail and milk, but carriages, horses and hounds, cattle, sheep and swine. Accordingly, whatever is carried by passenger trains is classified by the English companies as "Coaching Traffic." The term, thus applied, has a wide significance. In addition to the above mentioned traffic, it embraces the transactions of the postal telegraph and parcel post, including porterage and delivery; and includes cloak room receipts, cab stand rents, time table sales, extras, etc.

A brief outline will first be given of the forms and devices, records and returns by means of which the passenger traffic of English railways is handled, recorded and accounted for. Other subdivisions of the "Coaching Traffic" will likewise be described, in the order of their importance; and, finally, the English method of auditing the various returns.

PASSENGER TRAFFIC.

TICKETS.

Passengers are required to procure tickets before commencing their journey. The tickets are retained to

destination, where, upon alighting, they are examined and taken up by one of the station staff called the collector.

Passengers arriving at any station without tickets are liable to be charged from the place at which the train started. If the tickets read to a station short of the alighting station, or if their value in respect of class, route, available date, distance or otherwise, be not equivalent to the service rendered, the difference is collected in cash. Money thus collected from passengers is accounted for as "excess fares."

Tickets are also inspected prior to the departure of trains from terminal and principal stations. A number or distinctive mark is impressed, with a punch, upon interline, or through, tickets at junction points. The number is different for each junction station and indicates the route taken by the passenger. It also constitutes a check against tickets being used twice.

Railway companies are required to specify the amount of the fare upon all tickets sold. The principal kinds of tickets used are the following:

ORDINARY TICKETS.—These are card tickets; sold for ordinary trains and at ordinary fares. They are used for local, and where fares have been arranged by the companies concerned, for interline, traffic, except where but few tickets are sold. They have printed destinations.

BLANK CARD TICKETS.—These are used for traffic of a light character, between local stations only. The destination and route are written upon the ticket at the time of sale, a corresponding entry being made in a record called a "Blank Card Ticket Issue Book."

BLANK PAPER TICKETS.—These are used for interline traffic of light character. They are supplied in books with record stubs or counterfoils.

PERIODICAL OR SEASON TICKETS.—These are issued for various periods, and cover any number of rides during the time and between the stations specified. They are individual. The names, and in some cases the signatures, of the persons entitled to use them are printed

or written thereon.* A deposit is usually charged by metropolitan lines and others, as a guaranty for their surrender at the expiration of the prescribed period.

TOURIST TICKETS are issued at reduced return rates during the tourist season.

TOURISTS' EXTENSION OF TIME TICKETS are issued to holders of tourist tickets who are unable to return within the specified limit, upon surrender thereof and payment of extra fare.

EXCURSION TICKETS are printed specially for each excursion and sold at specially reduced rates. They are generally honored only on excursion trains.

PLEASURE PARTIES' TICKETS are kept in stock at stations where there is a large demand for them. They are issued to small parties by special authority obtained from the traffic superintendent. They are available by ordinary trains.

OTHER FORMS OF REDUCED RATE TICKETS are Member of Family Tickets, issued to members of a family having not less than two tourist tickets; Market and Fishing Tickets, Officers', Soldiers', etc., tickets. The latter are issued under special arrangements with the government on production of orders signed by the proper authorities. These orders are accepted as cash.

COUPON ORDERS.—These are used in ticketing passengers to points on the Continent. They are issued in connection with ordinary tickets to London, where they are exchanged by the company addressed for through coupon tickets, without further payment.

All tickets are type numbered consecutively; ordinary, tourists', and blank card tickets, at both ends.

Single and double journey tickets are reduced to half, for the use of children between the ages of five and twelve, by cutting off one corner. If the ticket be numbered in duplicate, one of the numbers will be thus cut off; otherwise, the clerk is required to mark the number of the ticket upon the triangular piece, as a means of identification.

* On Continental railways the photograph of the passenger is sometimes secured to the ticket, as a means of identification.

The date is stamped or punched on all tickets as they are issued.

TICKET CASES.

Each ticket office is provided with ticket cases containing rows of tubes, in which the card tickets are arranged to facilitate the ticketing of passengers. Tourist tickets are kept in separate cases.

The name of the destination station and the fare are written above each ticket tube, and the commencing number of train sales on a slate fixed below the tube.

The tickets are placed in the tubes with the highest numbers at the top, and in selling are drawn from the bottom. After the departure of a train, a comparison of the number shown on the slate with the number of the ticket to be next issued, will disclose how many have been sold for such train.

TICKET SUPPLIES—BY WHOM FURNISHED—THE ACCOUNTANT A PRINTER.

The accountant of the company is the only officer through whom passenger tickets may be obtained by the stations, excepting season and member of family tickets, which are supplied by the general manager.

Tickets are printed in the company's ticket printing establishment, which is under the supervision of the accountant, who keeps a constant check on the supplies.

TICKET SUPPLIES — HOW OBTAINED — REQUISITIONS FOR TICKETS—"DEMAND NOTES."

When a fresh stock of tickets is required at a station, the particulars are entered in a "Ticket Demand Book." The consecutively numbered leaves of this book are called "Demand Notes." Each has a perforated counterpart or stub. The entries are made on both. The demand note is then signed by the "Clerk in Charge" and sent to the accountant's office, where it is checked

and compared with the "Ticket Stock Registers," made up from previous demands and supplies. If the last progressive number of tickets previously supplied, as recorded in the stock register, agrees with the requisition, the audit clerk inserts in the latter the quantity to be printed, and enters the particulars in the register.

The quantity ordered is determined by the time taken to exhaust the previous supply.

The demand notes, or requisitions, are then numbered, recorded in a separate book in consecutive order, and sent to the company's ticket printing establishment, where the tickets are printed.

The quantities supplied are noted by the foreman, printed on the requisitions, and copied into a "Delivery Book," the tickets being sent direct to the station and the requisitions to the accountant, by whom they are examined and forwarded to the station to be compared with the tickets received. If correct, the clerk in charge is required to sign and return the requisition to the accountant, by whom he is thereafter held responsible.

A few of the instructions governing this matter are as follows:

Demands for tickets must be sent to the accountant on Fridays.

At least a two weeks' stock must be kept on hand; increased demands must be anticipated.

All tickets received must be examined and checked, both as respects the correctness of the progressive numbers and the quantity of tickets; and the accountant must be immediately advised of any errors in them, either of wrong numbers, duplicates, or omitted numbers.

Within four days of receiving the supplies, if correct, the receipt for the tickets must be signed and returned to the accountant; and afterward the clerk in charge will be held accountable for the production of each progressive number in due order, or for their value as issued tickets, if at any time found to be missing.

The boxes in which tickets are sent must be returned to the ticket printer within three days of their receipt.

STATION RECORDS.

TRAIN BOOK.—An account of tickets sold is made up immediately after the departure of each train in a record called a "Train Book." The commencing number, copied from the slate on the ticket case, and the closing number, from the next ticket to issue, are entered for each destination and class sold, together with the rate and amount. The cash taken for each train is balanced with the total of the train book entries; it being required that all errors shall be discovered and rectified at that time. The train book record being thus completed, the numbers on the slates are altered for the next train.

EXCESS FARES BOOK.—An "Excess Fares Book" is kept at each station, in which are entered the particulars of excess fares collected. The cash collected daily is handed to the "Booking Clerk," who adds it to the total of the train book.

DAILY CLASSIFICATION BOOK.—At large stations a "Daily Classification Book" is kept. In this the names of all stations to which tickets are issued, and the fares and daily closing numbers, are inserted. The daily sales are worked out and the total balanced with the day's total of the train book. Columns for thirty-one days are provided, and at the end of the month the entries for each station are added and balanced with the monthly classification entries.

STATION RETURNS.

DAILY.—The tickets taken up by the "Collectors" are sent to the accountant daily. They are sorted into local and interline, single and double journey tickets being kept separate, and arranged according to classes and numbers. Local tickets are tied up in official station order, and interline alphabetically.

A "Daily Advice of Excess Fares Collected" is sent to the accountant. The tickets on which excess has been collected are folded inside the return.

MONTHLY.—The monthly returns of passenger traffic are required to reach the accountant's office within four days from the close of the month for which they are rendered.

THE MONTHLY CLASSIFICATION OF PASSENGER TRAFFIC.—This return is made up from the commencing and closing numbers of the tickets. The commencing numbers of all tickets in stock, excepting tourist, season and member of family tickets, are entered—the closing numbers being shown only where sales have been made.

Reference to the accompanying table will show better than any verbal description the character of this return.

The entries are usually made in the following order:

1. Sales to local stations, in official station order.
2. Pleasure parties.
3. Interline traffic over two companies' lines; each terminal company's traffic kept separate, and the stations entered, by each route, in alphabetical order.
4. Interline traffic, over three or more companies' lines; entered in like manner.
5. Interline traffic, the receipts from which are divided by special arrangement between the companies interested.
6. Traffic by special train, and special traffic by ordinary trains.
7. Continental traffic, entered from the counterfoils of coupon orders.

The total amount or excess fares is separately specified on this return, as are also soldiers' and others' tickets, as shown by the counterfoils of the tickets issued.

The numbers of all tickets reduced to half, by clipping the corners, are entered in the column headed "Children." Credit is allowed therefor, providing the triangular corners are inclosed and received with the return.

SEASON AND MEMBER OF FAMILY TICKET CLASSIFICATION.—This return exhibits the particulars of all season and member of family tickets received from the general manager for sale.

_____RAILWAY.

CLASSIFICATION OF PASSENGER TRAFFIC.

*Month Ending*_____*189*__ _____*Station.*

*	†	Stations and Classes.	Com'g Nos.	Clos'g Nos.	DEDUCTED FOR			NUMBER OF PASSENGERS.						Gross Rate.	AMOUNT FOR PASSENGERS				
								Return.			Single.							Total.	
					Chil-dren.	Not Sold.	Sold to Excur-sionists	1st.	2nd.	3rd.	1st.	2nd.	3d & Sol.		First Class.	Sec'nd Class.	Third Class.	No.	Amt.

* Numbers of unsold children's tickets given in this column.
† Numbers of ticket taken credit for as not sold given in this column.

TOURIST CLASSIFICATION.—This contains a specification of tourist tickets issued.

TOURIST EXTENSION OF TIME TICKET RETURN.—This contains the particulars of extension of time tickets issued. The surrendered tickets taken in exchange therefor are sent to the accountant with the return.

FOREIGN COMPANIES' PROPORTIONS.—This is an additional statement of interline traffic, required to facilitate the work of the audit office. The foreign companies' proportions of through traffic are inserted herein by the stations in all cases where the bases of divisions have been supplied. But all interline ticket sales, except tourists', which are accounted for on a different form, are entered in this return whether rate proportions have been supplied or not. The "foreign proportion" is afterward dealt with by the accountant or the Railway Clearing House in those cases where rates have not been furnished.

Separate statements are made for two, and three or more companies' traffic.

An account of interline tourist tickets issued is entered on a similar form for the purpose of calculating the foreign companies' proportions of the receipts. This return is sent to the accountant with the tourist classification each month during the tourist season.

TICKET STOCK RETURNS.—When a change of staff takes place at a station, or whenever the accountant desires to check the stock of tickets thereat, a blank form, called a "Ticket Stock Return," is sent out to be filled up and returned by the clerk in charge.

This return is a statement of tickets on hand at the commencement of the current month, the commencing and closing numbers and quantity being specified. All missing numbers and other irregularities must be duly reported when the return is sent in.

POSTAL TELEGRAMS.

Telegraphic messages are sent, for the accommodation of the public, on behalf of the post office. Agents are supplied by the general manager with a stock of

postage stamps, procured from the receiver and accountant general of the post office, for use in this connection.

The charges for messages forwarded and received, and for porterage, are denoted by stamps affixed to the forms.

Money received for stamps sold is sent to the bank daily with other cash, and is shown separately in the station's "Coaching Revenue Book."

A monthly return is rendered to the accountant showing the value of stamps used. The amount is debited in the summary of the monthly passenger classification.

A monthly statement is also sent to the accountant showing the total value of stamps on hand; and a separate return of porterage paid out is furnished the accountant to enable him to debit the post office.

All messages are numbered consecutively, docketed and sent to the postmaster general.

The general manager keeps an account of stamps received from the post office and supplied to stations. He also furnishes the accountant with a monthly list of station debits for stamp supplies.

PARCEL AND MISCELLANEOUS TRAFFIC — LIGHT AND HEAVY TRAFFIC — EXCESS LUGGAGE — PARCEL POST, ETC.

PARCEL TRAFFIC.

All traffic, other than passengers, conveyed by passenger trains, is classified as "Parcels" and "Miscellaneous." Parcel traffic, or "Parcel Post," as it is also called, embraces all articles of light weight, i. e., less than two hundred weight (224 pounds), forwarded at parcel rates, or carried as excess luggage. Larger quantities of excess luggage are dealt with as miscellaneous traffic.

PARCELS WAY BILLS.

Every article of the parcel post must be accompanied by a Parcels way bill, or bill of charges for carriage.

A label with the name of the forwarding agent printed upon it and stating whether the charges are paid or unpaid, is gummed upon each parcel.

NEWSPAPER PARCELS WAY BILLS.

Traffic carried at newspaper rates is entered on a special "Newspaper" way bill. Adhesive stamps of the value of one half penny and upward, or frank labels, are attached by senders to newspaper parcels, and are defaced before delivery to consignees.

MISCELLANEOUS TRAFFIC.

Miscellaneous traffic embraces the heavier descriptions of parcels charged by weight in quantities of two hundred weight and upward; also, all descriptions of coaching traffic conveyed in horse boxes or carriage trucks at per head or carriage rates.

MISCELLANEOUS WAY BILLS.

All miscellaneous coaching traffic (except excess luggage, and dogs, horses, etc., charged at per head or carriage rates) must be accompanied by a "Miscellaneous" way bill.

The miscellaneous and parcels way bills are identical in form. The ouly distinction made between them is in their use. The former, as before explained, is for heavy or miscellaneous—the latter for light or parcel traffic. Both contain the usual spaces for entry of way bill particulars.

Way bills are supplied in tablet form. In executing them a lead pencil is used, and a fac-simile produced by the use of carbon paper. The original is filed in the parcel office, and the fac-simile is forwarded with the parcel to the destination station.

The greater proportion of parcel and miscellaneous traffic is carried at mileage rates, but perishable articles, such as fish, game, milk, vegetables, etc., are carried at special "station to station" rates, and under special conditions. Other descriptions of miscellaneous traffic forwarded in large quantities are carried at "carriage" rates: while "per head" rates usually govern the conveyance of live stock by passenger trains.

Charges may be paid either by the consignor or the consignee, at the option of the sender.

GUARD'S WAY BILL.

For horses, carriages, etc., conveyed in horse boxes or carriage trucks at horse or carriage rates, also for dogs, excess luggage, etc., special paper tickets, called "Guard's" way bills, are issued. These serve the same purpose and are accounted for in the same manner as parcel and miscellaneous way bills. They are prepared with counterfoils, and are type numbered in duplicate.

Horses and other live stock conveyed in *Cattle* trucks by passenger trains are not entered on these tickets, but are accounted for through the Merchandise department.

RECEIVED OR "INWARD" PARCELS.

Parcels received from other stations are compared with way bills; prepaid and unpaid charges are checked; overcharges and undercharges, if any, are noted on the bill; unpaid charges are collected, and the sending station advised. Undercharges are rectified by supplementary way bills, no alteration or erasure of figures being allowed.

PARCELS DELIVERY BOOK.

The particulars of parcels received for delivery are entered from the way bills in a "Parcels Delivery Book." Extra charges for delivery are entered in a column provided for that purpose; the amounts are collected, and signatures of consignees are obtained, on delivery.

PARCEL WAREHOUSE BOOK.

Parcels addressed "To be left until called for" are entered in a separate book like the last mentioned one, termed a "Parcel Warehouse Book." If not claimed before the expiration of the day following that of receipt, they are chargeable with warehouse rent, or storage.

EXTRAS BOOK.

An account of all items collected in excess of the way bill debit is entered in an "Extras Book." These embrace extra charges for porterage, cartage, delivery, warehouse fees, proceeds of sales of refused or unclaimed articles, etc. The entries are numbered consecutively.

INSURANCE.

Horses, parcels, etc., are insured against loss and damage, upon declaration of value and prepayment of premium by the sender. The charge for insurance is usually one and one-fourth per cent. of the declared value, and is shown separately from the charges for carriages on the way bill. When parcels are insured, "Special Insurance Consignment Notes" are used. These notes have four parts, namely, the note, or office record; a receipt, to be given the sender; an "Insured Parcel" ticket, to be gummed on the parcel, and an advice note, to be sent to the destination station. Each note shows the usual particulars of the consignment; the amount of insurance, premium paid, sender's signature and address, train, date, etc.

The signature of every person is taken, to whom such parcels are delivered en route.

In the case of horses, etc., the declaration of value is made by the sender, on the counterpart of the guard's way bill issued.

CLOAK ROOMS.

Luggage and cloak rooms are provided, for the accommodation of the public, wherein articles may be left for safe keeping upon the payment of a small fee.

Every parcel deposited is registered in the "Cloak Room Ticket Book." The leaves of this book have three parts, numbered in triplicate. One of these, the ticket, is detached and given to the depositor. It specifies the articles deposited and the amount paid. A duplicate number attached to this is torn off and fastened to the luggage to identify it. The remaining portion of the page is left in the book as a record of the transaction.

If luggage is not removed within the specified time, a further charge is incurred. This is dealt with by entering the amount thereof on a second ticket, which is attached to the original ticket when surrendered by the depositor, on removal of the luggage and payment of the extra charge.

DAILY RETURN.

A return of cloak room receipts is sent to the accountant daily. This shows the progressive number and amount of each ticket issued and a total for the day. Collected tickets are sent to the accountant with the return.

PARCEL, ETC., CASH BOOK.

In this book is kept an account of all cash received for the handling of parcels, etc., whether for carriage or extras. The columns are headed respectively: Date, name, station, on account of outstandings, extras, inward (received), outward (forwarded), total and signature.

In the case of inward, or received parcels, the amounts are not entered in detail. When all the items are collected on delivery, the total of the delivery book is entered in the cash book, reference being given on each to the other.

Receipts for horses, carriages, dogs, excess luggage, cloak rooms, storage (entered in the warehouse books), are entered separately, and a daily total is made.

STATION DAILY COACHING REVENUE BOOK.

This is made up from the Train Book and Parcel Cash Book, and contains the following particulars:

Amounts received for—
- Ordinary Passengers, - - - $.....
- Special Passengers, - - - .....
- Season Tickets, - - - - .....
- Excess Fares, - - - - - .....
- Postal Messages, - - - - .....

Total Passengers, - - - $.....

Parcels, etc., - - - - - $.....
Horses, Carriages, etc., - - - .....
Cloak Room, - - - - - .....

Total Receipts, - - - - $.....

Less:
- Sundry Amounts (Parcels), - - $.....
- Do. Horses, Carriages, etc., - - .....

Net Receipts, - - - - $.....

By Cash to Bank, - - - - $.....

Underpaid to Bank, - - - $.....
Overpaid to Bank, - - - - .....

Money columns are provided at the right of this summary for the thirty-one days of the month. At the close of the month the amounts are added together horizontally, and the totals should agree with the monthly classification debit.

REMITTANCE OF CASH.

For convenience, the railway is divided into districts, a banking account is opened and a cashier appointed to receive and pay cash to the bank for each district.

At the close of each day, the stations' cash receipts are balanced and the bank parcel is forwarded by train the following morning in a locked cash box to the cashier of the district.

A "Remittance Note" or advice is sent to the district cashier, showing the amount remitted respectively for

"coaching" and "goods" traffic, and for "sundries." A fac-simile of this is inclosed in the cash box.

The cash parcels are delivered by the cashier to the company's bankers unopened, together with a summary or "bank sheet" made up from the remittance notes, showing the amount of each station's remittance.

After the bank sheet has been compared with the cash and signed by the bankers, it is returned to the cashier with over and under remittances noted, the total amount being credited to the company's current account.

Soldiers' and other warrants and checks which require indorsing, remitted as cash, are deducted from the total of the summary and returned to the cashier.

The bank sheets, with the corresponding remittance notes, are then sent to the secretary, who issues receipts to the stations, full credit being given for warrants and checks returned to the cashier.

MONTHLY COACHING RETURNS.

PARCEL AND MISCELLANEOUS TRAFFIC ABSTRACTS.

These must reach the accountant's office the fourth day of the month following that for which they are dated. They are made up from the outward and inward (forwarded and received) parcel, miscellaneous and newspaper way bills, and horse, carriage, etc., tickets. Separate forms are used for abstracting the local forwarded and received traffic; also, the interline forwarded and received traffic. Forwarded forms are printed in black ink, received forms in red. The ruling of the forms provides for showing parcel traffic (including newspapers) and miscellaneous traffic separately.

Separate local abstracts are made for each station to or from which local traffic has been forwarded or received. The entries on each are made in the order of date, and upon their completion the outward and inward abstracts are respectively fastened together in station order.

Interline waybills are first separated into "light" and "heavy" traffic. Heavy traffic is that on which the total charges exceed five shillings ($1.25) per month, forwarded or received between two stations by the same route. All other traffic is called "light."

Separate interline abstracts are made for each station to or from which "heavy" interline traffic has been forwarded or received. Each route is kept distinct. Entries are made in date order. Traffic with each terminal company is separated; the outward and inward abstracts of each, respectively, are arranged alphabetically by stations, and all are finally fastened together in the official order of companies.

For "light" interline traffic, the accountant is furnished with merely a summary of the totals to or from each company. The forms on which the details are entered are in this case retained by the stations. A separate summary is made for the traffic with each company. Stations are entered in alphabetical order. Different routes are separately specified. A summary of the total of each company is made on this form, and the grand total thereof is carried to the "heavy" interline summary.

In the event all the waybills are not received before the date on which the returns are due, the latter are dispatched immediately, and supplementary returns are sent daily, as the missing waybills come to hand.

If a station wrongly waybills parcel traffic as miscellaneous, or *vice versa*, it is correctly abstracted, and the forwarding station promptly advised.

PARCEL, ETC., SUMMARIES.

These are made up from the abstracts after the latter have been completed for the month. Local and interline traffic is summarized on separate forms. The Local Summary is a recapitulation, in station order, of the totals of each local abstract. The Interline Summary contains the totals of the interline abstracts. Each company's traffic is kept separate, and the stations are entered in alphabetical order. The amount of the

"light" summary is inserted at the foot, and the total is then added to that of the "Local," to show on the latter a grand total for the month.

On the back of the Local Summary a detailed account is given of each outward horse, carriage, etc., ticket issued during the month, and the local and interline charges are both stated.

Other returns, of a miscellaneous character, are the following:

Cloak Room Receipts.—Summarized from the daily returns; the totals, daily and for the month, only, being specified.

Cab Rents.—A statement of the rents paid by cab owners for the use of the company's stands. The following particulars are shown: Name of proprietor, amount of deposit, number of cabs, rate per cab per week, and total for month.

Time Table Sales.—A statement of the number of time tables sold and the revenue derived therefrom; together with a specification of the number of books retained for station use, or out of date, unsold and returned with statement to the accountant.

Extras Summary.—A copy of the items entered in the extras book, with a footing for the month.

Refused Parcels Account.—A list of the charges upon parcels refused by addressees. This is prepared by the station to which such parcels have been sent and recharged from all parts of the system. The total being entered as a credit item in the "Summary of Totals," and certified by the traffic superintendent, the debits are thereby cleared, and the parcels are disposed of in accordance with the traffic superintendent's instructions.

Overcharge Summary.—A statement of overcharges on local traffic; the total of which being entered as a credit item in the "Summary of Totals," clears the various debit entries of like nature.

Delivery Bill.—This is required only at places where messengers are employed to deliver parcels, and an allowance per parcel is made therefor.

The number of parcels delivered each day is ascertained from the delivery book and the amount is paid by the clerk in charge at the end of the month out of his coaching receipts. The messenger's receipt is taken on the Delivery Bill, and credit is obtained by entry on the Summary of Totals.

A SUMMARY OF TOTALS is provided for on the back of the Local Parcel Summary. In this are entered those amounts for the collection of which the agent is held responsible, after deductions have been made, under the head of credits, for "paid ons," "throughs," and other allowances. The particulars of this summary are as follows:

PARCELS.		MISCELLANEOUS.		TOTAL.
Outward Paid,	$	Outward Paid,	$	
Do. Excess Lug.		Do. Excess Lug.		
Inward To Pay,		Inward To Pay,		
Extras,		Extras,		
		Cloak Room,		
		Cab Rents,		
		Time Tables,		
Debit,		Debit,		$
Outward Paid On,	$	Outward Paid On,	$	
Inward Through,		Inward Through,		
Overcharges,		Overcharges,		
		Delivery Bill,		
		Refused Parcels Ac.		
Credit,		Credit,		$
Net Parcel Debit,		Net Miscel's Debit,		$

The total debit and credit entries are carried forward to the "Summary of Traffic."

The totals of the various returns are balanced by comparison with the corresponding entries in the cash, delivery and warehouse books. This done, the returns are copied in a tissue book and dispatched to the accountant. The way bills are then tied up in bundles, docketed, and put away at the station for future reference.

SUMMARY OF TRAFFIC.—This is provided for at the foot of the last page of the "Ordinary Passenger Classification," and exhibits the gross amount with which the station is debited for all coaching traffic from and to the station during the month. The entries in the summary are as follows:

The amount received from passengers—being the debit brought forward from the Summary of Classification Totals.

PARCELS.—Being the debit shown by the Parcel Summary of Totals.

TELEGRAMS.—The amount received from the telegraph clerk during the month, as shown by the returns relating thereto.

The total of the three items last mentioned, from which is deducted the credits for "paid ons," etc., entered in the Parcel Summary of Totals.

THE NET AMOUNT.—Being the remainder after the deduction last mentioned, and the amount for which the stationmaster is accountable. This should agree with the remittances of cash, plus any items not collected on parcels, season tickets, etc., shown in detail in the Coaching Outstandings Book.

COACHING OUTSTANDINGS BOOK.

This book shows the state of the station's coaching balance at the end of the month. It contains a statement of:

The previous month's balance brought forward, and the current month's classification debit.

The amount of cash remittances in current month, and particulars of the balance.

This balance may consist partly of charges on parcels, etc., not received in time to be delivered within the month for which the way bills are dated; partly of charges on articles left until called for; partly of charges on parcels refused by consignees, and partly of items taken to debit in the classification for season tickets received from the general manager but not

delivered to applicants within the month. A note of explanation is required to be made against each item not paid or cleared, giving reference to any correspondence relative thereto.

STATEMENT OF COACHING BALANCE.—This is the stationmaster's balance sheet for the accountant, and shows for all descriptions of coaching traffic at the station to which it relates—

THE DEBITS, including:
- Balance from last month's account.
- Gross classification-debit for current month.
- Special debits and
- Total debit.

THE CREDITS, including:
- Cash paid to bank for current month's traffic.
- Cash paid to bank for previous month's balance.
- Credits for "paid ons," etc., as per parcel summary of totals.
- Special credits. Items are not entered in this column, however, without authority of the accountant.

THE BALANCE OUTSTANDING, as per Coaching Outstandings Book. A statement showing how this is made up is given on the back of the return.

AUDITING OF COACHING RETURNS.

It is the duty of the audit office to examine and authenticate all returns of traffic received from agents, and to see that the company gets credit for its proper share of interline traffic settled through the railway clearing house; also to apportion to or charge other companies with their respective proportions of receipts from traffic not settled through the railway clearing house; to show in monthly summaries for the use of the bookkeeper's office the gross amounts earned from traffic; and to prepare such statements relative to the traffic earnings as may from time to time be required.

With the accounts of cash collected the audit office has nothing to do. When the amount of the *debit*

against each station has been correctly ascertained and notified to the "Station Ledger Office," their responsibility in this particular ends.

The amounts of cash paid to bank, together with other credits or allowances, are deducted from the debits, and the balances uncollected as shown by the station returns are verified in the station ledger office.

COACHING AUDIT OFFICE.

As the various coaching returns are received from the stations, the first business of the accountant is to send those relating to interline traffic to the Railway Clearing House.

The local returns are then arranged in station order; the Parcel Summary totals are checked against the corresponding entries in the Classification Summaries, the totals being also checked by adding the summaries across and upward; and then, before any details are examined, the Classification totals are entered in the

COACHING TRAFFIC ABSTRACT BOOK.—No distinction is made herein between local and interline traffic. The passengers and amounts by each class, the gross receipts from "parcels" and "miscellaneous" are entered as if they represented local traffic only. As soon, however, as the proportions due to or from other companies on interline traffic have been ascertained, they are added to or deducted from the figures arrived at by the foregoing operation; thus showing in the net total the amount actually earned by the coaching department during the month. These results are then transferred to the

COACHING REVENUE BOOK, for the use of the Bookkeeper's Office. The total revenue as entered in the station returns, and the additions thereto, for amounts due from the Railway Clearing House and other companies, are entered on one page as credits, or receipts; and the sums due to the Clearing House and other companies, also to special agents for commissions on sale of passenger tickets for special trains, etc., are entered on

the other page as debits, or deductions. The net amount being shown by appropriate entry, agrees with that entered in the Coaching Traffic Abstract Book.

EXAMINATION AND CHECKING OF RETURNS.

CLASSIFICATION OF PASSENGER TRAFFIC (ORDINARY AND TOURIST).—The commencing numbers of tickets are checked against the closing numbers entered in the previous month's return. It is observed that all intermediate numbers of blank card and paper tickets are accounted for. The rates are checked with the "registers of passenger fares," after which the calculations, additions and summaries are checked.

DAILY EXCESS FARE RETURNS.—These are sent for examination to the superintendent, who communicates with the stationmasters respecting entries which appear to indicate neglect on the part of ticket examiners and others, such as allowing passengers to travel without tickets. When the returns are sent back to the audit office, the details are checked and the totals compared with the amounts debited in the classifications.

SEASON TICKET CLASSIFICATION.—These are checked with the general manager's register, which is marked off as the items are debited. The manager's monthly return of season tickets issued direct to applicants by him is entered separately in the coaching traffic abstract book.

EXCURSION TICKET AND TOURISTS' EXTENSION OF TIME TICKET RETURNS.—These are examined and the totals compared with the amounts entered in the classifications.

OFFICERS', SOLDIERS', ETC., TICKETS.—The station classifications are checked to see that soldiers' tickets, equal in amount to that represented by warrants remitted as cash, have been taken to debit.

INACCURACIES.—When errors are found in passenger classifications, the particulars are entered on Inaccuracy Statements, which are registered and sent to the stations for examination. Errors affecting the debit are corrected in a subsequent month's return.

COLLECTED PASSENGERS' TICKETS.—The progressive numbers of the collected tickets are examined daily. Missing numbers are registered. The continuity of check is preserved by retaining the ticket in each denomination having the highest number, for comparison with the tickets received next day. The last tickets issued each month are retained and compared with the monthly classifications, to see that the correct closing numbers have been entered therein. If any tickets are not accounted for in the month of issue, an explanation is required.

Statements of missing tickets are sent every month to the stations for explanation. If the number prove unusually large, the superintendent is communicated with, and an investigation follows.

Blank card tickets are kept until they have been compared in every particular with classifications. Season and member of family tickets are sent to the general manager. With these exceptions, the examined local tickets are put into sacks at once and sold by the stores department to manufacturers as waste paper, steps being taken to see that they are rendered useless.

COLLECTED TICKETS OF OTHER COMPANIES' ISSUE.—The closing numbers of collected tickets issued by other companies are sent to the Railway Clearing House monthly, except those in which two companies only are interested. Two companies' traffic is not checked by the clearing house, except in the case of tickets issued and collected by the same company. These and all interline "blank" paper tickets collected are sent to the clearing house.

PASSENGER FARES; TARIFFS.—The accountant is furnished with copies of all authorized rates, and advised of any alterations therein. These are registered and kept on file. Separate rate registers are kept of interline fares, showing the proportions accruing to each line.

TICKET STOCK RETURN.—The auditing of this return consists in comparing the commencing with the closing numbers of the previous month's return of ticket sales,

and the closing numbers with the Accountant's Stock Register, to see that they agree.

INTERLINE PASSENGER TRAFFIC.

Each company is required to furnish the Railway Clearing House with monthly statements of tickets sold from each of its stations to the stations of other companies; giving the route, numbers of tickets issued, number of passengers, and the foreign proportion of the fares.

With these returns and the collected tickets the clearing house institutes an independent check upon each company, and renders to each a summary of its passenger debits or fares received on account of others. It also ascertains how the sum for which a company is debtor is to be distributed. By analyzing all the companies' returns it furnishes each with a statement of the items for which it is creditor, and advises it of the balance it is to pay or receive in the monthly settlement.

CLEARING HOUSE PASSENGER DEBIT STATEMENT.

The returns of interline traffic (or "foreign proportion" returns) received from the stations are checked in the audit office as to numbers of tickets issued, rates and calculations. Where stations, for want of rates, have not inserted the foreign proportions, they are supplied; likewise the proper entries in the miles, rate and clearing house proportion columns of the tourist ticket return.

A memorandum of the totals is then made in the "Coaching Deductions Abstract Book" for the purpose of subsequently checking the clearing house debit statement; after which the returns for the clearing house, together with unissued tickets for which credit has been taken, are despatched.

On receipt at the clearing house, the foreign proportion returns are registered, and when three or more companies are entitled to participate, the numbers are checked by a comparison with the tickets collected.

Two companies' traffic is not checked except where blank paper tickets are used, the clearing house leaving this for the companies interested to do for themselves, as previously stated. The next step is to check the extensions, making due allowance for children's and non-issued tickets. Should omissions or inaccuracies be found, they are subjected to inquiry, and, if necessary, held for correction in a subsequent month. Alterations on account of omissions, wrong routes, etc., are made where possible before closing the account, and the audit office is duly advised.

The Company's Debit Statement is thus prepared by the clearing house, and is practically a summary of the totals of the station returns; all of which added together comprise the Gross Debit against the company in respect of passenger traffic to or over the lines of its neighbors. This, however, may be subject to deductions for special items, as for instance, allowances for working joint lines, thus determining the "Net Debit for Passenger Traffic."

CLEARING HOUSE PASSENGER CREDIT STATEMENT.

This is an account of the passenger traffic forwarded by other or foreign companies to stations situated on or reached via a particular company's line. It shows from month to month the commencing and closing numbers of the tickets issued, the stations from and to which they were issued, the net quantity sold, the company's proportion of the through fares, and the amounts due from each company. The traffic forwarded by each company is entered separately; that in which two companies only are interested being first stated, and then the traffic in which two or more are interested.

Separate statements are made of tourist and excursion traffic, the former showing, in addition to the above particulars, the through fares and gross amounts received for each class, and the mode of division. The excursion returns further show the deductions for commissions allowed to the forwarding company, the net amount for division, the clearing house and local

mileage and proportions for each class. The totals are carried to the Passenger Credit Statement. Other additions to this statement are—proportions of amounts collected by other companies for excess fares, proportions due on account of passengers traveling by wrong routes, and special credits for working joint lines. A summary is made showing the amount due from each company, and the total is credited by the clearing house in its Monthly Cash Advice.

This amount is entered in the Coaching Traffic Abstract Book as an addition, and the statement is verified with respect to the agreement between the progressive numbers of two companies' traffic and the collected tickets, the routes, proportions, mileage division of tourist and excursion traffic, extensions and additions.

The clearing house is advised of any errors or omissions discovered, and requested to make adjustments in the following month's account.

CASH ADVICES are sent by the clearing house with its monthly statements, showing the balances on the respective traffic accounts due to or from the clearing house. These are compared with the returns, certified by the accountant, and handed to the bookkeeper to be entered and passed for payment. Credit balances are deducted from debit balances and a check is drawn for the net amount. Credit balances are entered in the Coaching Traffic Abstract Book, and debit balances in the Coaching Deductions Abstract Book. The total of the latter is carried to the former and subtracted, as already explained.

PRIVATE SETTLEMENTS.—Accounts of traffic, involving charges and allowances under special arrangements with other companies, are prepared, checked and settled by the audit departments of the respective companies without the intervention of the clearing house. The items are entered in the Traffic Abstract Book as additions to or deductions from revenues, as required.

When the month's entries in the abstract book are complete, the particulars are transferred to the Coaching Revenue Book, as before explained.

GOVERNMENT DUTY ON PASSENGER TRAFFIC.—This account is prepared, certified and handed to the bookkeeper to be entered and passed for payment, as soon as the Coaching Traffic Abstract Book has been made up each month.

DIVISION LISTS are used in the arrangement, notification and registration of divisions of through rates.

When it has been decided to issue additional through tickets, the accountant is advised as to the stations, route and fares agreed upon by the superintendent or general manager. Division lists are then prepared.

If two companies only are interested, two lists are prepared and certified by the audit office of one of them, showing first, the mode of division employed; next, the stations and route; then the miles and proportions by classes for each company, respectively, and finally the date and signature. These are forwarded to the other company for approval and signature, where one of the lists is retained and the other returned, registered and filed for future reference.

The local stations concerned are then advised of the proportions and their acknowledgment obtained.

When three or more companies are interested in the proposed arrangement, the division lists are prepared and sent by the clearing house to the respective companies concerned.

In the preparation of these lists several conditions have carefully to be borne in mind, e. g.—it not unfrequently happens that the rate per mile of the through fare for a passenger does not coincide with the several companies' mileage rates, taken separately; and as it is an understood thing that no company shall receive in division of a through fare more than its local fare between the same points, certain companies' proportions have to be reduced to the locals, and a further division made among those companies whose proportions do not come up to their locals.* The mode of division, there-

* "The Railway Clearing House; Its objects, work and results."

fore, often becomes the subject of negotiation and correspondence.

LOCAL PARCEL, ETC.—SUMMARIES AND RETURNS.

These are arranged in the audit office in station order, and the amounts checked by comparing all the entries in each summary with the corresponding entries in all the other summaries. That is to say, the "forwarded" items of one return are checked against the "received" items of the other returns.

When differences are discovered, a note is made in the summary and the details of the corresponding abstracts afterward examined. The dates on which the differences occur being thus ascertained, the particulars are entered in the Local Inaccuracy Register, and a statement sent to the station for explanation, for original way bills, or for copies, as the case may require. Should it be found that a receiving station, for example, has abstracted certain traffic short, as compared with the forwarding station's return, the original bills would be obtained from the receiving station and sent to the forwarding station, with a request for a copy of the way bill for the difference. The receiving station is then required to take the omitted amount to debit on the next month's parcel summary. When this is done the entry in the register is marked off, original bills are sent back to the station, and the papers filed.

OUTWARD HORSE, CARRIAGE, EXCESS LUGGAGE, ETC., TRAFFIC is checked by examining the entries on the back of the local summaries, to see that all tickets are accounted for. The number of the next issue is registered for comparison with the following month's return.

COLLECTED CLOAK ROOM TICKETS are checked against the returns, the additions are examined, and the total compared with the amount taken to debit. If any tickets are missing, they are applied for.

CAB STAND RENTS.—The accountant is notified by the superintendent what cab stand rents each station is

required to collect, a register whereof is kept and the abstracts are checked therewith.

Extra Summaries are checked by examining the additions and comparing the amounts entered in the parcel, etc., summary of totals.

Time Tables.—The debits for time tables are checked with the statements of sales, and unsold books sent to the audit office are returned to the stores department.

Overcharges.—The abstracts of overcharges are examined to see that proper authority for each entry is attached, and that credit is taken for the right amount.

Parcel Delivery Bills are checked as to additions and calculations.

Newspaper and Corn Sample Labels are type numbered, and sold by the general manager's department only. A return is rendered each month, which is checked as to commencing and closing numbers, calculations, etc. The manager is debited with the gross amount of the sales in the Coaching Traffic Abstract Book.

Coaching Claims.—When claims are paid at the stations for loss or damage to parcels, they are recharged ("paid on, to pay"), on the authority of the superintendent, to the accountant. The authority, claimant's receipt, and all papers are attached to the way bill. These recharges are abstracted on "forwarded" abstracts to the Accountant's Office. A summary is made in a book by the Station Ledger Office and handed to the Coaching Audit Office for comparison with the abstracts of the forwarding station. Although the amount of the debit, as shown by the Station Ledger Office summary, is included in the Coaching Traffic Abstract Book, the amount of coaching revenue is not affected, as the corresponding "paid ons" of the stations come in as a deduction.

Coaching Refunds.—Passenger fares and parcel charges refunded by authority of the superintendent or accountant are recharged in a similar manner, but are entered separately in the Coaching Traffic Abstract Book as "Accountant's Refunds."

FOREIGN PARCEL, ETC., TRAFFIC.

INTERLINE PARCEL, ETC., ABSTRACTS AND SUMMARIES.—When these are received from the stations, they are first examined to ascertain that items of "paid ons" standing alone, or such as are in excess of the "to pay" items for foreign overcharges, etc., are properly authenticated by "paid on" vouchers issued by the superintendent, a monthly return of these being furnished by him to the audit office for this purpose.

"Paid ons" for covered carriage trucks are also compared with the amounts debited in the extras summaries.

The totals of the foreign abstracts and "light" summaries are compared with the "heavy" summaries, and the former are sent to the clearing house; the latter are bound together and retained in the audit office.

The clearing house, having first ascertained that all stations have sent in their returns, arranges them so that the outward returns of the forwarding stations may be easily compared with the inward returns of the receiving stations. Discrepancies found amounting to one shilling (about twenty-five cents), or upward, are pointed out at once to both stations through an inaccuracy statement, on which full details of the discrepancy are set forth, and a reply invited in the margin. The inaccuracy statements are sent by the clearing house to the audit departments of the companies concerned, by whom they are registered and forwarded to the stations to which they relate for explanation. The differences are cleared in the accounts of the following month in the same way, as local traffic, the clearing house being duly advised.

CLEARING HOUSE STATION DEBIT RETURNS.

HEAVY TRAFFIC.—Owing to the light nature of parcel, etc., receipts, it is not deemed essential to make an absolute settlement thereof each month. For the sake of economy in the cost of clearing, therefore, the actual division of receipts is made half yearly. In the meantime, however, a check is kept upon the multitude of

clerks, porters and others employed; and, after the abstracts have been examined, station debit statements are prepared to enable the companies to check the accuracy of the accounts rendered and the cash remitted by their station clerks.

The entries in the "Station Debit" returns are made from the abstracts, in the same order observed by the stations in making up their foreign summaries. This facilitates the checking of entries. Station totals are made and carried to a summary, to which is added the debit for "light" traffic, thus exhibiting the company's "gross station debit" for foreign parcel and miscellaneous traffic for the month.

A company's debit is made up of the items for which it has collected cash, namely, its outward "paid," excess luggage "paid," and inward "to pay" amounts. Its credit consists of the items for which it has paid out money, namely, its outward "paid ons" and inward "through" amounts.

LIGHT TRAFFIC.—A separate statement of station debits on light parcel, etc., traffic is furnished by the clearing house, showing the debit and credit of the stations as abstracted, with alternations, the particulars of which are given, and the revised debit, as included in the clearing house accounts.

The clearing house allows the companies six months from the date on which the accounts are rendered, for pointing out errors.

The entries in the debit returns are checked with the foreign summaries. The totals are first compared; and should these not tally, the details are examined to discover between which stations the difference exists, particulars being notified to the clearing house. The final operation in checking the debit return is to prove the summary. The station debit return does not show the amount actually due to or from the company on account of the traffic included therein. It simply enables the audit office to test the accuracy of the station summaries, and thus to see that the debits recorded against the company by the clearing house is equaled

by the sums of the debits recorded by the company against its station agents.

When the monthly station debit lists are dispatched by the clearing house, each company is advised of an interim balance due to or by it. In arriving at this, it is assumed that, especially disturbing elements excepted, a company's earnings from every other railway or group of railways will be in the same proportion as in the corresponding month of the previous year. The balances arrived at on this basis are passed through the clearing house ledgers, and are subject to an adjustment at the end of the half year. Interest is charged at a fixed rate for the money a company has held during that time, over that estimated to be due from it on the interim settlements. A similar allowance is made in converse cases.

CLEARING HOUSE HALF-YEARLY PARCEL, ETC., SETTLEMENT.

This statement is prepared by the clearing house, and embraces the details necessary for ascertaining the net balance due from or to the company at the close of the half year, on account of all traffic, other than passengers, carried by passenger trains.

TERMINAL EXPENSES. — An allowance is ordinarily made to the terminal companies of one penny per parcel to the forwarding company, and two pence per parcel to the receiving company, for terminal expenses. No allowance, however, is made on horses, carriages, dogs and other articles, which are usually removed on their arrival at the destination stations by the consignees or their agents.

The number of parcels received and forwarded, and the weight of miscellaneous traffic conveyed during the six months, having been ascertained from the abstracts and entered by the clearing house in the settlement, the terminal expenses are readily calculated. These allowances are deducted from the amount of the station debits, and the remainder (subject in certain cases to a further deduction for tolls or trackage) is extended into

a column headed "Amount for Division." Tolls are credited by the clearing house to the companies entitled thereto, before the mileage apportionment of the receipts is made.

ROUTE.—Great care is taken by the clearing house to determine, with certainty, the route taken by the parcels; particularly when three or more companies are concerned in the same traffic. To assist in this, many companies adopt the plan of stamping their way bills at the different junctions. The abstracts can be readily and correctly routed when this is done; but where it is omitted a large amount of correspondence and enquiry devolve upon the clearing house.

The route having been settled, however, the distances are ascertained and the mileage proportion of the receipts is calculated and inserted in the settlement.

DIVISION OF THROUGH PARCELS, ETC., RECEIPTS.

NON-COMPETITIVE TRAFFIC.—When the amount for division is determined, it is usually divided among the companies interested, in shares proportional to the mileage of each used in earning the same. This done, the terminals and other arbitraries, to which the companies are entitled, are respectively credited to each and a total made, under which is entered the amount of the "station debit," representing the amount already received by the companies respectively. The balance is the amount the companies are to pay the clearing house, or *vice versa*.

The principle of division is the same, whether there are two or a dozen companies to participate in the receipts, although when a company exercises running powers over the lines of its neighbors, and allowances are made for working expenses, or when traffic passes over joint lines, and three or more companies participate in the receipts, the operation becomes more complicated.

COMPETITIVE TRAFFIC.—With a view to preventing excessive competition, and consequent irregularities of

train service and rates, arrangements are sometimes made between companies interested in competitive traffic for a "Percentage Division of Receipts." The terms vary according to circumstances, but the method of division and settlement is what is generally understood as "pooling." A joint fund is made of the receipts of each company from traffic over its lines between the points pooled, less agreed allowances for terminals and working expenses. Each company then receives out of the joint fund its proportion, based on a fixed percentage conceded under agreement to each route. This percentage usually represents the proportion of the competitive traffic carried by each company at the time the agreement was made. Various other considerations may also enter into the calculations in fixing the proportions.

To enable the clearing house to make the apportionment, it is furnished with special abstracts and certified returns of the traffic by the companies concerned.

INTERMEDIATE THROUGH TRAFFIC.—When a company occupies the position of an intermediate line, its through traffic is not in any way entered in its station returns. Such traffic is included in the monthly abstracts furnished by the terminal companies to the clearing house.

The clearing house only furnishes the intermediate companies with half-yearly statements of such traffic, showing the particulars thereof and the company's mileage proportion, which is included in the grand summary of the settlement.

The interest of all companies participating in the clearing system are alike impartially guarded by the clearing house.

THE CHECKING OF STATEMENTS, SETTLEMENTS, ETC., relating to interline traffic and division of receipts, requires on the part of the audit clerk a knowledge of existing agreements as to the interchange of traffic; of the numerous special allowances and deductions to be made; of the topography, not only of the line of the company he serves, but also of other lines. This special

knowledge and his arithmetical powers are all called into active requisition.

Foreign Claims.—Amounts paid as compensation for loss of, damage, or delay to parcels, are apportioned by the clearing house in any way agreed upon by the companies interested in the traffic. Usually, the division is made according to mileage. Disputed cases are referred to the railway clearing house "arbitration committee," whose decision is final.

The results of the division are carried by the clearing house to the summary of the settlement; the amount miled against each company being deducted from its share of the interline traffic receipts, and credited to the company by whom the claim was paid.

The accountant is furnished with duplicates of the returns sent to the clearing house to enable him to check the settlement.

Summary Balances.—The net half-yearly balance between the company and the clearing house in the settlement of interline parcel and miscellaneous traffic, after allowing for the interim approximate balances, is figured and exhibited on the Summary Balances.

On this, the company is debited with the amount of cash received, or the total of the station debit, and with its proportion of claims paid. It is credited with its mileage proportion of the gross receipts, its tolls, terminals, cash advanced in the settlement of claims, approximated interim balances advised and paid by the clearing house during the six months, and with the balance arising from the apportionment of the light traffic receipts. The balance of the whole is the amount due to or by the clearing house, errors and omissions left over for clearance in a subsequent account excepted.

Parcel Post.—By agreement between the postmaster-general and the railway companies, the latter receive fifty-five per cent. of the gross postal receipts from railway borne parcels. This amount is paid to the railway clearing house quarterly, and by it apportioned to the companies entitled to participate, in the same proportions as each company's gross receipts from parcel

traffic bear to the gross parcels receipts of all the companies during the same quarter or half year. Hence, the necessity for the separation in their accounts, by all the companies, of the heavy and light traffic, respectively denominated "Miscellaneous" and "Parcels," previously explained.

To enable the clearing house to apportion the amount received from the post office on the foregoing basis, it is furnished by the accountant of each company with a certified statement of its monthly station debits from parcel traffic both local and interline. Each company's proportion of interline traffic is added to the local by the clearing house to determine its total parcel earnings. The earnings of all companies entitled to participate in the postal revenue are then added together, and the percentages calculated. Each company's share is credited in its half-yearly parcel settlement, showing how the amount is arrived at. As the post office makes a quarterly payment, a quarterly approximate apportionment is also made by the clearing house, which is taken into account when striking the half-yearly balance. The returns of local traffic are checked at the companies' offices by members of the clearing house staff.

BOOK II.

BAGGAGE SERVICE.

CHAPTER I.

WHAT CONSTITUTES BAGGAGE: DERIVATION OF THE TERM; COURT DECISIONS.

The weak and irascible Capulet uses the word in upbraiding Juliet because of her disinclination to wed the hated Paris. He roars at her, not gently like a sucking dove, but loudly and coarsely.

"Out, you baggage! you tallow face!"

and afterward, as if not content, adds:

"Hang the young baggage!"

The word implies something reprehensible, as affording fit characterization of a rebellious child. So Shakespeare used it. Goldsmith, on the other hand, applies it in an affectionate, playful way, associated with happier conditions. Thus, referring to Olivia and Sophia, he says:

"Tell them they are two arrant little baggages."

The word is derived from the French *bagage*, a traveler's personal effects. This is the sense in which it is used in the United States. Its meaning has a place in the language of every people in every age. The Germans denominate baggage

as plunder. Their word *balg* indicates a receptacle for baggage. The English speak of baggage as *luggage*—to lug.

The paraphernalia of armies—things necessary to their health, comfort, convenience and progress—is called baggage.* They say an army travels on its belly. It is estimated that a corps of fifty thousand men equipped for a campaign of thirty days requires a baggage train fifteen miles in length. In the Old English the word baggage is used only in a military sense.

Local chroniclers tell us that Grant's personal baggage at Vicksburg consisted of two toilet articles, aside from what he wore. The baggage of Darius before the battle of Issus consisted of fifteen chariots filled with his family, servants, eunuchs and personal belongings. There were beside three hundred and sixty concubines, six hundred mules and three hundred camels loaded with treasures. These were personal effects of the king. Aside from them, there was the baggage of the army proper. Herodotus recounts that twenty thousand men attended the beasts of burden occupied in transporting the baggage of Xerxes in his invasion of Greece. The Persians, in their warlike incursions, more frequently than otherwise, were attended by their wives and

* Thus: ". . . *baggage* horses . . ."—*Macaulay: Hist. Eng., ch. xiii.* "A thousand *baggage* wagons . . . ."—*Ibid., ch. xv.* "And the men were let pass, *bag and baggage*, and the castle cast down to the ground."—*Pitscottie: James II., p. 34.* "Dolabella designed, when his affairs grew desperate in Egypt, to pack up *bag and baggage*, and sail for Italy."—*Arbuthnot.*

concubines. These occupied chariots drawn by horses, and greatly exceeded those necessary to transport the higher officers. The Persians were much given to pomp and indulgences of this kind. Their final overthrow was due to such causes.

In the operations of armies the efforts of generals are directed to minimizing the baggage train. Frederick the Great was, perhaps, of all generals, the most arbitrary, the most exacting, in this respect. The highest officer and the most exalted noble were, during a campaign, compelled to eat out of pewter vessels and to restrict themselves to the most simple and necessary articles of wearing apparel. The Latin word *impedimenta* (baggage) indicates the obstacle it offers to the movements of an army.

In the feudal age public highways were few in number and much neglected. Wagons and stage coaches were, therefore, hardly known. The baggage of travelers was carried on pack animals. This is the case in all half-settled societies or very rough countries. In the early history of the United States travel was confined almost wholly to equestrians, their baggage being carried in leather packs fastened over the crupper of the horse or laid across the saddle, receptacles hanging pendant on either side for the goods, out of the way of the rider.

The difference in the amount of baggage of travelers in ancient and modern times is very great. The laborer of to-day travels with a gripsack or box; his prototype of three hundred

years ago carried only a staff and bundle; the gentleman of our time has one or more large trunks; a slender wallet carried by a henchman was enough to hold the effects of a gentleman of feudal times. Richard Cœur de Lion had no other baggage. The pious Moslem journeying to Mecca carries only a staff. Joseph's flight into Egypt was equally barren of personal effects.

What, in the parlance of railroads, is meant by the word baggage? No statutory enactments in the United States answer this question, and when we turn to the courts their decisions are not uniform. Nor could they well be, so long as it is left for juries to decide.

These decisions, while they may not be accepted as final, are none the less interesting. Their general effect is favorable to the passenger, but not more so, perhaps, than in other countries. According to their interpretation, baggage consists of the wearing apparel of passengers, including also the articles of a personal character to which they are habituated.* It includes the articles necessary to the daily comfort of their bodies and minds, the books they wish to

*"The quantity and character of baggage must depend much upon the condition in life of the traveler, his calling, habits, tastes, the length or shortness of the journey and whether he travels alone or with a family."—*Dibble v. Brown, 12 Ga., 226.* See also Hutchings v. Western, etc., 25 Ga., 64. "Such apparel and other articles necessary for a person's comfort and convenience whilst away from home, with the necessary sum of money for his expenses. This usually constitutes baggage, and both parties so understand it when it is received by the company."—*Gin., etc., v. Marcus, 38 Ill., 223.*

read, the money necessary to pay their current expenses,* and the jewelry generally worn by them, including the watches they carry. It also consists of the wearing apparel of children of passengers, although no fare is charged by the railway company for such children; this latter interpretation is singular, if not unjust.

A court in a Western state has decided that a pistol is baggage, being necessary to the protection of the traveler.† Another court has decided that two pistols could not be considered as baggage.‡ Decisions in these matters are governed by the environment of juries and the peculiarities of judges. Thus, one judge has decided that an assortment of carpenter's tools might be considered as baggage, probably on the ground that as the passenger had no luggage he was entitled to carry something. A convention of railroad officials decided at St. Louis, in 1880, that strictly theatrical effects should be passed as baggage when accompanied by theatrical parties. The trunk or case in which the baggage of a passenger is inclosed is esteemed a part of such baggage. One judge has declared that a poor man is entitled to have his mattress, with accompanying bed-

*"It must be fully understood that money cannot be considered as baggage, except such as is *bona fide* taken for traveling expenses and personal use; and to such a reasonable amount only as a prudent person would deem necessary and proper for such a purpose."—*Judson v. Fall R. R. R., 5 Cush., Mass., 74.*

†"A revolver is included as baggage."—*Davis v. N. S. & N. I., 22 Ill., 278.*

‡Chicago, etc., R. R. Co. v. Collins, 56 Ill., 212.

quilts and pillows, franked.* Why not his cooking stove? Another says the gun and fishing tackle of a hunter ought to be franked.† The principle would also seem to embrace the hunter's dog. Upon many lines, indeed, dogs are good naturedly passed without charge, but the right of passengers to have property of this description franked is nowhere admitted by carriers. In other countries a uniform charge is made for transporting dogs.‡ There seems to be no more reason why a railroad company should carry them free than that it should carry saddle horses or donkeys free.

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*"A bed, pillows, bolster and bedquilts belonging to a poor man who is moving with his wife and family may properly be called baggage."—*Ouimit v. Henshaw, 35 Vt., 622.*

†"I do not intend to say that the articles must be such as every man deems essential to his comfort; for some men may carry nothing, or very little, with them; others consult their convenience by carrying many things. Nor do I mean to say that the rule is confined to wearing apparel, brushes, razor, writing apparatus and the like, which most persons deem indispensable. If one has books for his instruction or amusement, carries a gun or fishing tackle, they would undoubtedly fall within the term baggage, because they are usually carried as such. Samples of merchandise are not baggage within the common acceptation of the term."—*Hawkins v. Hoffman, 6 Hill, N. Y., 590.*

‡"Dogs are not allowed to be taken into the company's carriages, but will be tied up in the van. No dog is allowed to go except when secured by a chain or collar, or safely packed in a basket or crate. The charge for carriage of dogs, the property of passengers traveling by the same train, must, in all cases, be prepaid."—*Regulations, Midland Railway of England, January, 1878.* "Dogs and other animals will not be suffered to accompany passengers in the carriages, but will be conveyed separately and charged for."—*Regulations, London and North-Western Railway, England, December, 1876.* "The company are not

Questions as to what constitutes baggage are governed by many subtleties, and in determining a case particulars must be known, such as place of residence, character, habit and social status of owner of the goods. Property that would come under the head of baggage when owned by one person would not be so considered when owned by another. Thus, the pipe used by a smoker forms a part of his baggage, but in the possession of a person who did not smoke, could not be so construed.

The application and adaptability of a thing to the particular and personal use of the passenger is necessary to fix its status as properly baggage; nothing, it may be said, that does not form a part of his personality can be so considered. However, the courts have decided that where the duly authorized agent of a railway company receives any personal property to be transported as baggage, the railroad company must account for such property as baggage, although it might not, strictly speaking, be considered to be so.*

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and will not be common carriers of dogs, nor will they receive dogs for conveyance, except on the terms that they shall not be responsible for any greater amount of damages for loss therefor or injury thereto beyond the sum of $10, unless a higher value be declared at the time of delivery to the company, and a percentage of 25 per cent. paid upon the excess of value beyond the $10 so declared."—*Ibid.*

* The articles that constitute baggage, according to the decisions of the courts, may be imperfectly summarized as follows: Clothing, cloth and materials intended for clothing; a rifle, a revolver, two gold chains, two gold rings and a silver pencil case; one pistol; guns for sporting purposes; bedding,

The practices of railway companies relative to baggage are not uniform, and the rights of passengers are variously construed. But, however liberal they may be, passengers will still encroach upon them whenever able to do so. Some time since my attention was called to a woman who carried the bones of her son as baggage in her trunk from New Orleans to her northern home. The son having died years before in the former place, she carefully collected his remains while on a visit, and had them placed in her trunk with her personal effects. Upon arriving at her home the remains were brought forth and interred with due solemnity in the village churchyard.

In some countries of Europe the definition of baggage is even more liberally construed by the authorities than in the United States. In Great Britain the definitions are practically the same as

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where the passenger is required to provide it; a dressing case; tools in reasonable quantity for a mechanic; opera glass or telescope; price book used by drummer; books and manuscripts; surgical instruments; watches and jewelry; merchandise, if the fact is disclosed, or the articles are so packed that their nature is obvious; a carpet; money for expenses. The following articles have been held not to be included in the term baggage: Bullion, plate, watches, jewelry and the like, unless intended to be worn on the person; samples of traveling salesmen, unless the baggagemaster, knowing their character, accepts them as baggage; merchandise, if its character is not disclosed; money, except in small amounts necessary for traveling expenses; presents; toys; engravings; artists' sketches; valuable papers; deeds; masonic regalia; property of other persons, except that members of the same family traveling together may carry each others' effects.

in America.* In France a passenger may take as baggage any kind of article or thing he choses, except inflammable or explosive matter, carriages, live stock, bonds, stocks, coin, valuable papers, etc., the charge for which is regulated by law.

In Italy, as in the United States, baggage is construed to embrace the wearing apparel, jewels and kindred effects of travelers.†

In Austria baggage comprises what a passenger needs for his private use, contained in trunks, valises, portmanteaus, satchels, hat boxes, small cases, etc.; all larger boxes and kegs (when done up in a mercantile way) and all articles not serving the special use of the traveler, may be taken as baggage exceptionally, but passengers are not allowed to carry as baggage, under any circumstances, articles excepted under established regulations, such as mail matter, documents, precious stones, pearls, jewelry, gold, silver, explosives, etc.‡ "The dogs of passengers

* In connection with what constitutes baggage, a prominent railway manager in Ireland writes: "Passengers' luggage, according to our statutes and the decisions of our courts, consists of what passengers may, according to their station in life, require to bring with them in the way of clothing, such as would be necessary for their daily wants. This will also include jewelry to a certain amount, such as would be worn or carried by persons according to their social position."—*George Edward Ilbery.*

† "We understand baggage to be clothes for personal use, excepting . . . the baggage of others, which latter is subject to a higher tariff."—*Roman Railway.*

‡ "Any party shipping goods, under a false declaration, which are excluded from forwarding or only taken conditionally, must pay a fine, beside the one stipulated by the police regulations or penal law, of six florins for each kilogram of such freight shipped or delivered for shipment. This fine can be collected either from the shipper or receiver."—*Austrian Service.*

must be forwarded in separate cars, and the charges must be paid in advance. After arrival at destination, the dogs must forthwith be taken care of by shipper, the company not being responsible for them after their arrival at destination."*

Governmental regulations of the Spanish roads compel them to accept as baggage everything required for the convenience or comfort of the passenger. The list is unique, and is defined by the director of a prominent company in Spain as " articles such as wearing apparel, clothes for the use of the passenger, tools of his art or trade, objects used to protect passengers from inclement weather, camp or cot bedsteads, books used by passengers, articles of a proper character inclosed in trunks, cases, mattresses, *arquillas*, baskets, hats, carpetbags, sacks, pillows, handkerchiefs, and other objects used as a cover or wrapper."†

* Regulations Austrian Roads.

† Compania de los Ferro Carriles de Madrid. A. Zoragoza Y. A. Alicante.

CHAPTER II.

QUANTITY OF BAGGAGE TRANSPORTED WITHOUT EXTRA CHARGE: IN THE UNITED STATES; IN OTHER COUNTRIES.

When it was decided, whether wisely or not, that a passenger should be allowed to carry baggage without special charge, it was discovered that property of this description presented for transportation in many cases exceeded just and reasonable limits. It became necessary, therefore, to fix upon a maximum quantity, which should not be exceeded without extra charge. In fixing this limit, carriers attempted to strike a happy medium. This explains why the quantity varies in different countries and in different sections of the same country. Everywhere the attempt is made to accord to passengers their natural rights, so far as this can be accomplished.*

* In considering the amount of baggage that may be carried by passengers, it should not be forgotten, as already pointed out, that only a portion of the people who travel possess baggage. The effect of this is to lower the average amount railroad companies transport per passenger. Upon the Central Pacific Railroad the baggage of one thousand passengers was weighed by the officials and the average amount for each passenger found to be twenty-nine pounds. A similar test upon all railroads would elicit the fact that the average varies according to the section and the character of the people patronizing the line making it.

The maximum amount of baggage allowed by carriers in the United States is greater than in Europe. This difference is to be ascribed partly to the greater liberality of railroad managers in America, partly to the immense distances, partly to emigrant traffic, partly to the peculiarly commercial character of the people.

In Germany fifty-five pounds of baggage is the limit that may be carried without extra charge.

In France first class passengers are allowed sixty-six pounds and children from three to seven years old forty-four pounds.

On the government roads of Belgium passengers are allowed fifty-six pounds of baggage; on roads owned by private corporations the amount varies from forty to one hundred and twenty pounds.

In Russia the amount allowed each passenger is about fifty-six pounds.

In Spain and Portugal what properly belongs to the baggage of first class passengers is carried free; nothing is carried free for second and third class passengers.

In Italy forty-four pounds of baggage is carried free if taken into the coach occupied by the passenger. No distinction is made between different classes. The bulk of the package is restricted to eighteen by twenty-two inches; in practice, however, this limit is rarely observed, passengers being permitted to take with them hand trunks exceeding the prescribed limit, traveling bags, shawls and other small parcels. The packages thus taken are, as far as possible, placed in the

racks over the heads of the occupants of the car. Passengers are compelled to pay for all baggage which they cannot or do not carry into the compartments they occupy.

It is the policy of European companies, seemingly, to discourage the transportation of baggage except so far as it may be carried into the coaches. Their arbitrary rules and cumbersome methods of weighing and billing have the effect to induce passengers to carry as little baggage as possible. The work occupies a great deal of time and necessitates travelers reaching the depot much earlier than they would otherwise. To avoid this, baggage is restricted, so far as possible, to packages that may be carried in the hand.

In Austria all classes of passengers are allowed fifty-five pounds of luggage. Small parcels may be taken into the cars if no one is inconvenienced thereby, and the tax and duty regulations of the government admit.

The Rotterdam and Antwerp Steamship Company advertises that passengers going to principal points in Europe will be allowed fifty-six pounds of baggage without extra charge on the line of railroads over which tickets are sold.

In the United Kingdom the amount of baggage is fixed at one hundred and twenty pounds for first class passengers, one hundred pounds for second class and sixty pounds for third class passengers.*

* "Except where the act of the carrying company requires an allowance of a greater weight, . . . one hundred weight of

The railways of India, generally, allow first class passengers to carry one hundred and twenty pounds; second class, sixty pounds; intermediate class, forty pounds; third class, thirty pounds.

In Australia passengers are allowed from fifty-six to one hundred and twelve pounds, according to the class of ticket.

In New Zealand one hundred and twelve pounds is allowed for all classes.

In Canada first and second class passengers are allowed one hundred pounds; emigrants, two hundred to three hundred pounds.

In the United States the quantity has been changed from time to time. At an early period one hundred pounds was the average amount, but varied more or less in different sections.* At present, the average amount, including emigrants and commercial travelers, is in the neighborhood of one hundred and fifty pounds.

personal luggage is allowed generally to all *bona fide* emigrants on their production of proof to the companies booking them that they are such."—*Regulations, Clearing House, England, 1870.*

* "Passengers are entitled to have one hundred pounds of personal baggage; but it is expected that all ordinary personal baggage (not meaning merchandise) will be received, when accompanied by the owner, without charge. On this point discretion must be used. In all cases where extra baggage is carried they will see that the freight is paid before delivery; and when any such money is received they will note the amount in a book kept for that purpose, and pay it over to the conductor every day, taking his receipt on their book."—*Regulations of a Western Company, 1853.* "Eighty pounds of personal baggage will be allowed each passenger, and all articles other than personal baggage, and all excess of personal baggage, will be charged for at double the first class rates for freight on freight trains, and must be prepaid."—*Eastern Company, 1863.*

In some of the states of the Union laws have been passed allowing an even greater amount of baggage for local passengers. However, custom fixes one hundred and fifty pounds as the amount that shall be carried without extra charge by interstate passengers of all classes. The concessions made by American railroads whereby low classed tickets are allowed the same amount of baggage as high, or in some cases more, are based on good business grounds, though they may not always be apparent. If in any instance the contrary should be the case, it is unfortunate, and no time should be lost in correcting the evil.

Generally speaking, the principle is recognized in business that a reduced rate involves reduction in accommodation. This is so in places of amusement, indeed, it is recognized by carriers in the kind of carriage they furnish passengers of different grades. Why, then, should it not be recognized in the amount of baggage different classes may carry? The amount of low class traffic is still small in the United States, but precedents governing it become each year more and more firmly established. It therefore behooves carriers not to delay any action that may be proper to a readjustment of privileges based on the rate charged. First class passengers are fairly entitled to a greater amount of baggage than passengers who pay less. A readjustment on this basis should, therefore, be made wherever practicable.

It was the general custom of railroads in the United States at one time to carry a greater quantity of baggage free for emigrants than for other passengers.* Business reasons suggested the practice. Similar conditions govern the carriers of Canada.

The purchase of commutation or low-priced tickets by suburban passengers is not generally understood to cover the right to transport baggage. Carriers, however, do not enforce the rule very rigidly, but permit the carriage of packages by such passengers when it can be done without special inconvenience.

Prior to the passage of the interstate commerce law, it was the general custom to grant special privileges to commercial travelers. This practice has now been discontinued.

Custom requires that travelers shall present their baggage for carriage by the train for which ticket is purchased.

The rule of railroad companies fixing the limit of baggage passengers may carry without extra charge is not always understood by the community. It is a very common occurrence to hear travelers make the statement that the expense

* Passengers crossing the United States, going to or coming from China, Japan, or other trans-Pacific countries, were allowed two hundred and fifty pounds of baggage. This concession was made to meet the sharp competition of ocean routes via the Isthmus of Panama or the Suez Canal. Upon these routes the steamship companies allow passengers a specified number of cubic feet, capable of accommodating a greater quantity of luggage than the amount to which railway travelers are usually restricted.

of transporting baggage weighing two hundred pounds is no greater than the expense of transporting half that amount. This is a superficial view of the subject. Nothing connected with the operation of railroads is clearer than the fact that every pound added to the weight of a train increases cost. It adds to the consumption of fuel; increases the quantity of lubricants; adds to the wear and tear of machinery, roadbed and track, and increases other items, such as charges for labor and depot facilities. Considered apart, the expense of moving a few pounds more or less does not add greatly to cost; but matters of this kind must be considered from the standpoint of their general relations, and not as separate occurrences. A common carrier cannot in the operation of business exempt any portion of his traffic from the conditions governing the whole. A statement of his expenses would not, for instance, possess any value if a portion were omitted; the basis must be the whole business. Aside from this, however, if railroad companies permitted an increase of luggage in isolated cases, the practice would soon become general and the effect would be to increase expenses without adding to income.

Social conditions fix the amount of baggage travelers require.* But it is important that the

*But in changing, from time to time, the quantity of baggage which passengers may carry, to meet varying wants, it should not be forgotten by those having the matter in charge that any increase in the amount should be accompanied by a corresponding increase in the price of the ticket; otherwise

amount should be uniform on connecting lines, so far as possible. It is especially important, for obvious reasons, that this should be the case on through business.

The convenience of the public requires that lines making up a through route should agree upon some equitable and uniform basis for traffic shared in common. This is the tendency in America.

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the rate will be lowered proportionately to the increase of the original quantity. The converse holds good where the quantity of baggage is reduced, *provided* the carriage of baggage was considered in fixing the price of the ticket in the first place.

CHAPTER III.

BAGGAGE SERVICE INCIDENTAL TO PASSENGER SERVICE: WISDOM OF JOINT RATE CONSIDERED; EQUAL CHARGE FOR AN UNEQUAL SERVICE NOT EQUITABLE.

What occurs in one branch of business is full of suggestions for others. Railways are no exception to this rule. The thought occurs here in connection with the methods of railways for handling particular kinds of traffic. Thus, they have separate companies for operating the telegraph, sleeping cars, fast freight lines, express business and other specialties. If these are desirable—as they have been found to be in many cases—why have separate companies not been organized to carry on the baggage traffic? The answer to this is that such a division is incompatible with the system of making a joint rate for the passenger and his baggage. But the prevalence of this rule suggests inquiry as to its desirability.

The duties of the baggage department are peculiar and the risk exceptional. The manner in which the business is conducted at present is exceedingly burdensome to the carrier. If, however, the traffic could be carried on without regard to other departments of the service, the

difficulties now attending its operations would be greatly lessened, if not entirely obviated.

In many of our cities, and at points of transfer between railroads, separate companies are in existence for the purpose of transporting baggage between the stations of the different companies or to and from the hotels. The benefits these organizations confer are many. The railways are relieved of a mass of detail foreign to their occupation, and the service is performed at a less cost and with greater promptitude and certainty. The rates charged by local carriers are based upon the service performed, and passengers who have no baggage are not made to bear the burdens of those who have. The equity of this suggests its adoption by railroads, where, at present, passengers traveling without luggage are charged the same rates as those who have baggage aggregating one hundred and fifty pounds.

Many of the ideas regarding the handling of baggage have changed but little since the days of the stage coach and canal boat. Prominent among these is the belief that the carrier who transports a passenger must also transport his personal baggage at the same time and without extra charge. The carrier is also understood to be liable for its safety. This arrangement is especially convenient to the traveler. But when it acts, as it does, to the serious detriment of the carrier, as well as of a large number of people who patronize him, is the custom to be indefinitely prolonged?

While it is the business of railroads to transport whatever is offered, the description of train and the rate of speed at which property shall be moved must rest, within certain limits, with the carrier. This principle cannot be disregarded without hardship to the carrier and injustice to the community.

It is the primary object of a passenger train to transport passengers; the carriage of property is only an incident, and when unduly pressed, clogs the service and retards the legitimate business of the department. It is not unusual for the baggage service to require the same number of cars in a train that are allotted to the carriage of passengers. This adds to the weight of trains, and impedes the facility with which passengers should travel who have no baggage.

In view of these facts, it would appear as if a time must come when it will be necessary to the expeditious and proper discharge of business that accommodations shall be made for travelers who are without baggage, separate from those who have.

The carriage of the passenger and his baggage belong to two different departments of railway service, and the customs that have grown up, founded upon a different theory, will always conflict. The accommodation afforded by the carriage of the passenger and his baggage upon the same train is very great, but does this warrant a railway company in retarding the progress of those who have no baggage? The minimum number of articles necessary to the comfort of

the passenger is very small, and may, in the majority of cases, be deposited under the seat, or in the rack overhead. Baggage thus restricted will occasion no one inconvenience or hardship. But to ask a railway company to carry upon its passenger trains more or less property, which the owner presents under the head of baggage, without reference to the convenience of the carrier or the accommodation of those who have no baggage, is not capable of justification.

In studying the business, it is apparent that the baggage traffic could be conducted with much greater satisfaction to the carrier, and with many added benefits to the community, if carried on under a more direct and simple organization than at present. Responsibility would be more direct, and the friction less. The rules governing the business would then be such as were best calculated to promote its efficiency, and the disposition, now so marked, to make the handling of baggage subservient to another branch of the service would cease.

If the business of handling baggage were conducted apart, men educated in the peculiarities of the service and intent upon the creditable discharge of its duties, would then have undisputed charge of its affairs. The business would be carried on with a view to its possible revenue, and the sole convenience of those interested. Other advantages would follow. The nice distinction between baggage and parcels (containing merchandise) would then cease to excite the passions

of the carrier, and disturb the patient equanimity of the patron. Tariffs would be formulated upon the same principles of equity and practical sense which now dominate in other departments of the service, and rates would adjust themselves upon purely business principles. The multitudinous disbursements of the baggage department, such as the cost of keeping up rooms, platforms, furniture, luggage vans, trucks and other implements and utensils; also, wages and disbursements for losses, would be borne directly by those concerned, namely, the owners of baggage. People who travel without property, or only such as they can carry in a hand-bag or the pocket of a garment, would not be compelled to bear burdens from which others derive the sole benefit.

Such are some of the changes that a separation of the baggage and passenger service would entail. That they would greatly benefit the railway companies and a large body, perhaps the majority, of the community, is probably true. That they would excite the hostility of those whom it operated against is also true. For this reason it will never be made, at least in America. In other localities, notably in England, it would not be a matter of so much consequence. Thus, in the country just named it is a common practice for passengers to ship their baggage as goods on freight trains; the railway companies collect the freight of patrons at their doors and deliver it with the greatest possible expedition at the place to

which addressed. They do this at a rate so low that the traveler can send his baggage cheaper in this way than by having it accompany him on his journey, he paying the cost of carriage to and from the railroad. The celerity with which freight is handled in Great Britain renders the practice feasible. It would not be practicable otherwise.

The custom of embracing the charge for baggage in the price of the passage ticket is the most convenient that could be devised. Only when baggage exceeds a certain weight is an extra charge made. The aggregating under one head of two distinct forms of service is, however, an anomaly. But the effect is to expedite business. The time and expense of separate accounting that a division of the service would involve, and the labor of weighing each article of baggage and effecting a settlement therefor, is avoided. In countries where each package is weighed, a separate charge for baggage would not meet with particular objection. Other objections, however, would intervene to make the practice obnoxious to the traveler.

Considered apart, however, the practice of consolidating the service is indefensible; it is wrong in theory and unjust in practice. It makes no distinction, as already stated, between the rate that is charged a person who has baggage and the rate that is charged a person who has none.

In the operation of railroads it is well understood that an expense proportionate to the

weight and bulk of an article and the speed and distance it is carried attends its movement. Value is also a factor. This being the case, it clearly follows that those who travel without property, save such as they carry in their hands in bags or bundles, and for which the carrier is not responsible, are entitled to a less rate than those who travel with property which must be carried apart and insured.

If baggage were carried in the ordinary course of business, by freight train as common merchandise, it would be charged a high rate; being shipped by passenger train, the value of the service is greatly increased. Thus, the owner not only has his property carried free, but has it carried in the most expensive way known to the service. The effect of the custom, as before stated, is to make the non-baggage traveling public pay a share of the expenses of those who have baggage. The injustice is so manifest that where it has not become fixed in the customs of a people a more feasible plan should be adopted.

Our methods of handling baggage also beget misunderstanding and are constantly the occasion of fraud. The absence of a special charge for baggage is an ever-present temptation to those,who have no luggage, to smuggle property in lieu thereof; many look upon it as a right, holding that, if they have no baggage of their own they may carry the baggage of others, or, in lieu thereof, merchandise. As an instance of this, a passenger starting for San Francisco from New York arose in his place before

the train left and announced that he had a through ticket to San Francisco but no baggage, and that if there was anyone on the train with more baggage than the rules of the company permitted him to carry without extra charge, he would be glad to pass it for him. It never occurred to him that he was doing anything wrong. He was merely exercising a prerogative. In this case the prerogative was a valuable one, as the rate for extra baggage from New York to San Francisco is very high. Any accommodation, therefore, whereby a passenger can avoid this burden is highly esteemed. For this reason the act of the San Francisco passenger was heartily applauded.

It is not, however, the accommodation travelers afford each other that occasions the carrier especial hardship, but the practice of imposing merchandise in lieu of baggage. This is the vexatious feature of the business, and its abolition is impossible without abolishing at the same time the system that fosters it.

That the railway companies would not be able to inspect the baggage of passengers was apparent at the start, and that travelers would, in consequence, impose upon them was confidently anticipated. The impotency of the carrier should therefore have operated to check the introduction of the system in its infancy. However, the evil, it is probable, has assumed much greater proportions than was expected. That small amounts of property would be smuggled through

without payment was expected, but that large quantities of merchandise would be carried every day and upon every passenger train under the guise of baggage could not have been anticipated. Yet such is the case. The only check on this illicit traffic is the inability of the owner of property so shipped to collect damages in the event it is lost or stolen while in the possession of the carrier. The freedom of the railroad company from responsibility deters shippers in many cases from attempting to forward property in this way, but the expedition and care exercised by railroad companies make the risk merely nominal. Thus the very excellence of the service is made to operate to the disadvantage of the carrier.

In conclusion, it may be accepted as true that so long as passengers are permitted to carry baggage without extra charge, so long will the less scrupulous among them take advantage of the custom to defraud the carrier.

In another chapter the legal status of baggage is explained—what it consists of, and the rights of passengers in connection therewith. That a traveler in purchasing a ticket has a right to a certain quantity of baggage is now everywhere recognized. In the United States the practice is fixed by law and common usage.* The custom

* "When a person pays for his passage over the road, both parties understand that it includes payment for his baggage not exceeding a special weight."—*Cin. & C. R. R. Co. v. Marcus, 38 Ill., 219.* "A reasonable amount of baggage, by custom, or the courtesy of the carrier, is considered as included in the

was early introduced, and was acquiesced in without protest by the railroad companies. Just why they should have consented to a lapse of what might have been made an important source of revenue, we cannot now determine. Doubtless customs in vogue prior to the introduction of railroads had much to do with it.

The express business (known in Europe as the parcel traffic) is trifling compared with the baggage handled. The revenue derived from express matter, although the business has been carried on under comparatively unfavorable circumstances, and at great expense relatively, has enriched its proprietors. Every cent has been garnered. Equal care in the handling of the baggage traffic would have made to many railroad companies the difference between a surplus and a deficit, because there can be no doubt that in many instances the cost of carrying baggage is scarcely considered at all in making the rate for the passenger.

Many practices in vogue upon railroads remain as they were originally fixed by comparatively

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fare of the person."—*Orange Co. Bk. v. Brown, 9 Wend, N. Y., 85; Hawkins v. Hoffman, 6 Hill, N. Y., 586.* "The passenger had paid the price of a passenger ticket. For this ticket he had the right to have his baggage carried."—*Hutchins v. Western, etc., 25 Ga., 64.* "It is well settled that the reward for carrying the baggage is included in the passenger's fare."—*Jordan v. Fall River R. R., 5 Cushing, Mass., 69.* "The Chicago and Milwaukee company received the whole passage money from Milwaukee to New York City—fare which covered the carriage of both the passenger and her baggage safely to the latter city."—*Candee v. Penn. R. R., 21 Wis., 567.*

inexperienced men. Some of these customs cling to us still, and paralyze every effort to advance. The early managers of railroads were men of great energy and courage, but they very imperfectly comprehended the interests involved in railways and the future needs of these properties. Their decisions were not made in the light of experience, but in many cases hastily and without due consideration. Men of rude stamp, they were more familiar with the tow path of the canal or the box of the stage coach than with the new science.

Each year, however, adds something to the sum total of our knowledge of what railroads need. But whether the conclusions acquiesced in by early managers of railroads in regard to the disposition of baggage will ever be subsequently modified, it is impossible now to tell. No right now recognized as belonging to travelers, it is apparent, can be taken away without creating great discontent, and for this reason it is probable it will not be attempted.

As already stated, we can do no more than surmise why railroad companies in the first instance allowed baggage to go free.* But had they decided to charge for baggage and allow the traveler to

*I use the term free for the reason that in effect the quantity of baggage that a passenger is allowed to carry is not considered at all in many cases in fixing the price he shall pay for his ticket. This is abundantly proven by the fact that the rate charged by the express companies for property alone equals in many instances the price charged by the railway for both the passenger and his baggage.

go free, instead of the reverse of this, the custom would be equally fixed in the practices of the country and the majority of people would, without doubt, esteem the arrangement eminently wise and one not to be called in question.

In fixing the rate for passengers, it was no doubt the intention originally to make it high enough to cover cost of handling baggage. However this may be, it is certain that equal thoughtfulness has not in all cases characterized the service. A large part of the baggage carried yields no revenue whatever to the carrier. This loss he is compelled, as far as possible, to recoup in other directions, from people in no way interested in the transportation of baggage or benefited by the concessions of carriers in connection therewith.

CHAPTER IV.

RESPONSIBILITY OF CARRIERS: IN THE UNITED STATES; IN EUROPE; COURT DECISIONS.

While there are constant and embittered controversies going on between railroad companies and passengers in the United States as to the nature and extent of the carrier's responsibility for property damaged or lost, the statutes and the decisions of courts are uniform in enforcing responsibility.* Nor can responsibility be avoided or limited except by mutual agreement of the parties in interest; and in order to secure this, public announcement, by printed notices or otherwise, is not sufficient. Nor is it enough that the by-laws under which the carrier operates shall formally define his responsibility. Exemption, to be effective, must be by contract, the same to be properly executed and signed. The carrier cannot limit his risk except in this way.†

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* "Baggage of traveler is to be regarded as goods received by common carrier under the ordinary terms of common carriage."—*Hannibal R. R. Co. v. Swift. 12 Wal., 262, Dexter v. A. B. & N. Y. R. R. Co., 42 N. Y., 326; Powell v. Meyers, 26 Wendell, 591, Bennett v. Dutton, 10 N. H. 481.* "And the common carrier is the insurer of such baggage."—*Hannibal R. R. v. Swift, 12 Wal. 262.*

† "A notice to the general public is not sufficient; such notice must be given to the party individually, and the expressed assent of the passenger is required to give effect to such restrictions."—*Western Transportation Co. v. Newhall, 24 Ill., 266;*

In the United Kingdom, parliament has fixed the maximum sum for which the carrier shall be responsible. He cannot, however, further restrict his risk by special contract, as is the custom in the United States. The class of goods excepted in England embraces such costly articles of apparel as jewelry, silks, furs, etc. The responsibility of the English companies for this kind of property does not extend beyond fifty dollars. For all other articles they are responsible for the full value of the goods.

The responsibility of railroad companies in the United States is practically unlimited. They can only be released therefrom, as already pointed out, by mutual agreement. However, if the passenger by any device or artifice misleads inquiry as to the value of his baggage, and thereby imposes upon the carrier, there is no responsibility. In the absence, however, of legislation limiting responsibility, and in the absence of misrepresentations or reasonable regulations by the carrier, to which the passenger assents, the courts have decided that the failure of the passenger to disclose the value of his baggage is not in itself a fraud which will defeat right of recovery.*

Buckland v. Express Co., 97 Mass., 127; B. & O. R. R. v. Brady, 33 Md., 333; Adams Express Co. v. Stettauer's, 61 Ill., 184. "A bare notice on a ticket does not limit the carrier's liability. But it is otherwise when the notice is brought home to the passenger, either at the time or before the purchase of the ticket."—*Rawson v. Pa. R. R., 48 N. Y., 212.*

**N. Y. C. & H. R. R. R. Co. v. The Countess Olga de Maluta Tivilloff.—U. S. Supreme Court, Washington, 1879.* Under this decision

Railway companies in the United States are not only held responsible for the value of property lost or damaged, but they can be compelled to pay interest on losses up to the date of settlement.*

Carriers are nowhere held responsible for baggage left in a compartment or seat of a car, or at the depot, except when formally delivered into the care of the company.†

But if baggage is left in the care of an employe, or if the employe tells the passenger that property left in the cars or at the depot will not be molested, the carrier is responsible.‡

In the United States carriers are held liable for baggage that is lost under the law of the state where the baggage was to have been delivered to its owner.§

While the Englisn companies do not give passengers a receipt for baggage received for shipment, nevertheless they must formally deliver such property at the place of destination, and until thus delivered the risk continues.

The placing of baggage upon a platform or

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the defendant was awarded $75,000 for laces forming part of her wardrobe claimed by her to have been lost while in the hands of the railroad company.

* In the case of C. H. McCormick *v.* The Pennsylvania R. R. Co., the court awarded the plaintiff $7,193 principal and $7,934 interest.

† Bryheim *v.* Great Eastern Railway, England.

‡ Kinsley *v.* Lake Shore & Mich. Southern Railway, July, 1878.

§ Curtis *v.* Delaware, Lackawanna & Western R. R. Co., January, 1878.

place accessible to the owner does not constitute a delivery.*

A railroad company is responsible up to the point to which it bills baggage, whether such place is upon the line of a railroad or not. In the case of through business the line on which the loss occurs is responsible.

A railroad company cannot abandon baggage that has remained in its charge over the stipulated time; but after expiration of the legal limit modified responsibility as warehousers supervenes.†

Many of the losses upon railroads in connection with the baggage traffic are incurred because of the limited time allowed to carrier in which to receive and waybill the property. When losses occur in this way, the circumstances of the case should be considered, if they are not, in determining responsibility.

Generally speaking, carriers are not responsible for property other than baggage shipped as baggage without their consent.

In reference to liability for luggage lost or damaged, a prominent railway director in France‡ writes in regard to practices in that country; "In case of loss the companies are responsible for the integral value of the baggage. The value is fixed *a l'amiable* between the company and the parties, or by the courts from the owner's

* Patschreider *v.* Great Western Railway Co., England, 1878.
† Matteson *v.* N. Y. C. & H. R. R. R., March, 187?.
‡ E. Solavranze.

affidavits, and the probabilities based on his or her situation, wealth, customs, and the object of the trip. For instance, we could not very well admit that the baggage of a countrywoman going to market to sell farm produce would reach twenty dollars, but it would not be surprising if the baggage of a lady of high rank, going to a party, reached the sum of two thousand dollars, on account of jewelry, lace, etc., of which it was composed. A company is not responsible for stocks, bonds, coins, notes and similar valuables that may be imprudently delivered to it without notice, as baggage, but it is holden for such jewelry or moneys as passengers may have in their possession that are required by the wants of the journey. Further than this the French legislature does not permit the companies to limit their responsibility."

The laws are especially favorable to railway companies in Italy. In that country if the value of the baggage is not stated at the time of delivery to the railway company, the owner can only claim compensation for it (if lost or damaged) at the rate of five francs per kilogram or ninety-five cents per two and two-tenths pounds. While it is probable that the carrier sometimes pays more than luggage is worth even under this favorable arrangement, still it is not possible under such a system to perpetrate any gross swindle. In case of delay in the delivery of baggage, the indemnity paid is based on a fixed tariff. The Italian companies are compelled to

insure baggage whenever called upon, and in such cases must pay for the amount insured in the event of loss. Except when known to be in fault, railway companies are not responsible for luggage carried in compartments, such baggage being under the care of the owner and subject to his disposition.

This latter practice is not peculiar to Italy, as already pointed out. Passengers in other countries are, under all ordinary circumstances, responsible for the luggage which they carry with them.

The liability of Austrian companies for baggage is defined in the regulations of 1877, as follows: "When baggage is not securely packed it can be refused. All pieces of baggage must be cleared of former post and railroad marks. When this is not done, the management cannot be made responsible for damages in the event baggage goes astray. Railway companies are responsible for the safe and undamaged delivery of baggage for which a receipt has been issued, provided the baggage is securely packed and marked, and conforms in contents to the prescribed regulations. When the value of baggage is not stipulated at the time of delivery, claim can only be made (in the event it is lost or damaged) at the rate of six florins silver for each kilogram, but if the settlement is for damaged baggage, the weight of that which is not damaged is first deducted. If the value of baggage is stipulated at the time of its delivery, an additional charge equal to ten kreut-

zers for each one hundred and fifty kilometers is made, but the charge must not exceed two *pro mille* of the total for the stipulated value, unless the amount thereof is entered in the receipt which the company gives for the baggage by the clerk at the forwarding point. Claim cannot be made for lost baggage until three days after the expiration of the time of arrival of the train by which it was forwarded, and payment excludes further claim. If the baggage should afterward be found the owner must be informed of the fact, if his place of residence is known, and upon the return of the amount allowed him by the company, the baggage is to be delivered to him either at the point of departure or place of destination. In the event any real damage is sustained in consequence of delay at the time of delivery of baggage, such damages cannot in any event exceed ten kreutzers per kilogram for each day until it is found or may be considered as lost. Baggage left in the depots or cars must be kept subject to the call of the owner for three months; at the expiration of that time it may be disposed of in accordance with the laws governing such cases. Baggage delivered in the depot too late, and that cannot be billed in consequence, but is forwarded, exceptionally, is taken at the risk of the owner. In case payment for losses sustained must be made for dogs, and no special value has been declared, the railroad company's responsibility shall not exceed three silver florins for each dog."

The laws of Spain do not limit the liability of

railway companies for baggage lost or damaged, unless deception is practiced by the passenger. The authority quoted in another place* says: "There is no limit to the liability of railway companies in reference to baggage. The passenger whose baggage contains jewelry, precious stones, bank notes, moneys, shares stock, bonds and similar articles of value must exhibit the same, and state their value and selling price before the baggage is checked, and if he fails to do this the company is not responsible in case of theft or loss." The Spanish companies are, in many particulars, the most liberal in the world in their practices governing the transportation of the property of travelers, as baggage.

* Compania de los Ferro Carriles de Madrid. A. Zoragoza Y. A. Alicante.

CHAPTER V.

LOSS AND DAMAGE; SETTLEMENT OF CLAIMS.

The complications of the baggage service are manifold. The business must be expeditiously and simply performed, and all its proper demands complied with. While the railroad company cannot enforce regulations that grossly disregard the comfort and convenience of the traveler, it must carefully guard and correctly forward any property intrusted to it; this is a *sine qua non* of the service. It is never a justifiable excuse for the loss of an article by a railway company, or for sending it astray, that the carrier is able or willing to pay therefor. He is bound to provide every necessary and reasonable precaution against the occurrence of such accidents; it is not enough that he can and will pay; he must prevent losses and forestall irregularities. No valuation that a traveler can conscientiously put upon his personal effects will ever adequately reimburse him. The constructive loss cannot be recompensed. This is well understood. In the presentation of his claim he consequently must restrict himself in this respect. This makes the settlement in every case unsatisfactory to him, and it continues to rankle in his bosom long after the matter has passed from the memory of the other party.

In making a bill for property lost or damaged, the number of days or hours of delay that a traveler suffers in consequence, he can compute, but the innumerable expenses and annoyances incident thereto cannot be enumerated, much less paid for. This is another source of irritation.

In the operation of the baggage department it is a matter of daily occurrence that the owners of property supposed to be lost are so overjoyed at its discovery that they refrain from making any claim whatever against the carrier for expenses incurred by them.

The valuation that an owner is able to put upon many articles of great value to him is merely nominal. Again, articles that represent a value equal to articles entirely new, nevertheless cannot be embraced in his schedule at more than their marketable value. This is another hardship. Aside, however, from the inconvenience and pecuniary loss he suffers, he also loses in many cases, as already suggested, articles which are of great value to him, but which have no value whatever that the customs of business recognize. These are of necessity omitted from his inventory, and herein lies another just grievance.

Many other circumstances attending losses in handling baggage might be mentioned if necessary. Many of the things that occasion losses in the baggage department are not appreciated by the people they affect.

The relative facilities offered by the railways of Europe and America, to which reference has already been made, illustrate this. It is noticeable in the relative facilities afforded under each and in their fiscal methods.

In every country there is a disposition on the part of officials to overrate their willingness to pay for losses and damages. They underrate the inconvenience and unavoidable losses the patrons suffer. The feeling does not arise from intentional disregard of the rights of the public; it is simply that they do not look at both sides of the question.

In the adjustment of claims it will ever be the case that an unfair advantage gained over his customer by the carrier will in the end prove detrimental to his interest; public opinion cannot be disregarded; in all such matters the community makes the grievances of its individual members its personal concern. Honesty here, therefore, as well as elsewhere, is the best policy.

The fact that no award the carrier can make, if founded upon an honest statement, will ever adequately recompense the claimant for his loss, suggests the necessity each company is under of adopting every reasonable means of preventing property being lost or damaged while in its possession; and, in those cases where accidents do occur, of extending to claimants every possible facility for the easy and expeditious settlement of their losses. So wise a course, it is obvious, cannot do otherwise than cement more closely the

cordial relations that should exist between communities and carriers.

The want of tact and the arrogance of men in authority precipitates the destruction of the power they exercise more often than acts of injustice. Much of the trouble that arose in the early history of railroad companies between these corporations and the community was ascribable to the indifference and haughty superciliousness of the servants of the former, and to their neglect to exercise tact and courtesy. Men are everywhere quick to respond to the friendly advances of those in official position; they are not less quick to punish those who ignore them.

In saying that every facility should be offered for the adjustment of claims against railroad companies, I do not wish to be understood as intimating that precautions necessary to prove the authenticity of claims should be neglected, or common principles of business disregarded. But precautions should not be aggravated.

The settlement of a claim should as nearly as possible be coincident with its occurrence. Delay is pregnant with disaster to the carrier. It invites unfriendly reflections, suggests combinations, and brings into the transaction that prince of middlemen and disturber of values—the lawyer. At no other time is a claimant so happily disposed to settlement upon mutually satisfactory terms as at the time of the loss. Every moment the adjustment of his claim is deferred irritates him, and from being in the mood to

settle amicably he comes, in time, to seek a pretext for strife, so that when settlement is finally effected the opportunity of the carrier to gain his friendship has been lost. The good that an appearance of spontaneity upon the part of the carrier would have occasioned has been frittered away; and when settlement is finally effected, the money is received by the claimant sullenly and without thanks or kindly feelings.*

In considering the desirability of railway companies exercising celerity in the settlement of claims, the community must not overlook the obstacles that carriers have to contend with in such matters. Individual business men may without delay or circumlocution personally examine and pass upon each and every claim that is presented; the number of the claims does not preclude this, and familiarity with the facts and experienced judgment and personal interest enable them to decide quickly and accurately. With a railway company it is different. Its transactions of this nature are very great, and so widely scattered that they pass beyond the comprehension of a single person. Beside this, the servant

* On many roads it has become the practice to employ efficient claim agents. Where these agents have been given authority and facilities for carrying on their business, it is noticeable that the amount paid for losses, compared with companies depending upon other methods, is much less, while the community, in the former case, is gratified and obliged at the disposition and ability of the companies interested to afford it immediate and just remuneration for its losses. The duties of the claim agent are described in the book "Railway Organization."

of a railroad company cannot act like a proprietor present on the ground. The extent to which he may act purely upon his judgment is, of necessity, very limited. In everything he does he is governed by precedent; by the routine of his office; by the necessity of accumulating evidence in each case that will subsequently substantiate, if necessary, his action. He must not only know, in every case, that the claim he pays is just, and one that ought to be paid, but he must, before paying it, be prepared to demonstrate the correctness of his action in the event he should be called upon so to do. It is this peculiar feature of his position that makes the railway officer so exceedingly circumspect in all he does, and if he is sometimes too cautious, too difficult to satisfy, the community in judging him should not forget the perplexities under which he labors.

The peculiarities of those connected with the claim department of railroads are aggravated in the case of government employes. The latter have practically no discretion whatever, in anything they do. The result is that they become quickly disqualified from filling offices of a discretionary nature; this is also in a large measure true of the servants of railroads. I cite the case merely to show that transfer of the railroads to the government would not lessen the difficulties the community at present experience in securing prompt and satisfactory adjustment of claims for loss and damage against railroad companies. On the contrary, we may believe that the circumlo-

cution which now exists would be greatly aggravated by such a transfer, and that what is now only an inconvenience would, under such a state of affairs, become a burden. The officers of railroads are compelled to exercise more or less discretion in those things that affect the community. They must do this to avoid loss of business; to keep their customers good natured; to prevent competitors securing their trade. But such discretion would not be accorded officers of the state under any method of administration likely to be adopted for the government of railroads. Moreover, the incentive to exercise it would be wanting.

The organization of a railroad is such as to enable its proprietors to scrutinize the acts of its management with more or less intelligence, and it is possible, in consequence of this, to permit the latter a considerable latitude in the discharge of its duties. This necessary and beneficent supervision by the principal is lacking in the case of governments.

Railroad corporations have not only to provide against every contingency of misrepresentation and subterfuge upon the part of those with whom they have dealings, but they must coincidently enforce carefully prepared safeguards against the evil disposed among their own employes. It is this that elaborates their affairs and otherwise renders their successful operation a matter of such difficulty. The checks and counterchecks they enforce have the effect to magnify their

acts and to surround individual performance of duty with an air of reserve and preconceived deliberation that is very puzzling and annoying to those who do not understand the reasons therefor. Trivial matters, that would occupy hardly a thought in the life of a merchant, assume with corporations an importance that calls for the accurate fulfillment of every safeguard made and provided. Matters involving millions of dollars are consummated with the same machinery, and under exactly the same circumstances, and without any more thought being bestowed upon the subject in the majority of cases by subordinates. The routine is the same in either case.

CHAPTER VI.

HANDLING BAGGAGE: THE CAUSES OF DAMAGE.

As the compensation which a company receives for handling baggage is embraced in the fares collected from passengers, it results that the provision made depends, or should depend, upon the profitableness of the business. While the amount collected appears in returns under the head of passenger earnings, a part of it arises from the transportation of baggage, and under a more comprehensive system this part, whatever it may be, would be apportioned in the accounts under that head.

Carriers generally provide facilities for carrying baggage proportionate to their earnings from this source; if the passenger traffic is large and remunerative, baggage facilities are upon a corresponding scale; if light, the accommodations are light. When the latter is the case there are few attendants connected with the baggage department who do not have other duties to perform; baggage rooms, platforms and other paraphernalia of the service are also restricted. Such a state of affairs is not consistent with high efficiency. To insure this it is necessary that the department should enjoy every needed facility in the way of machinery

and skilled men; depot accommodations must be such as to secure celerity and care in the manipulation of baggage. Requirements are manifold. In the first place, the floor of the station platform should be on a level with the vehicle receiving or delivering the property. This is secured by raising the floor of the baggage room above the driveway, or by sinking the approach, as may be best. When accommodations are thus convenient, property may be received and discharged without lowering or lifting, and thus a fruitful cause of damage is avoided. For the same reasons, and also to save labor, station platforms should be on a level with the floor of the baggage car. Handling baggage where the appliances are convenient is easy and mechanical; the porter has neither to raise nor lower the property and is not constrained to husband his strength at the expense of the goods.

Every reasonable care is exercised by railroad companies. But in many cases the force is inadequate. The number of men in attendance is dependent upon the profitableness of the business. The injuries that occur where arrangements for handling are meager are not, as a rule, culpable, but are due to the fact that the traffic does not admit of facilities of a higher order. The same economic conditions which govern other industries operate here. Supply and demand go hand in hand.

Many of the packages that carriers are called upon to handle are unreasonably bulky; others

again are insecurely fastened, or are too frail to withstand the usages of travel. So long as these conditions attend, accidents will occur. The remedy is very simple. Packages must be such as may be conveniently handled by a single person. If this rule is observed, there will be little occasion for complaint against carriers. Travelers must also increase the strength and reduce the dimensions and weight of boxes. Where the amount of luggage is great they must multiply the number of packages rather than increase the bulk of single pieces. It is desirable, also, that every package should be carefully fastened with a strap or rope, and where the bulk is great or the package insecure, additional safeguards must be instituted. By the adoption of precautions such as these, property will escape any but nominal injury.

In the practical handling of baggage a single employe must often load and unload property. When this is so he is only able, from the weight of many packages, to exercise force enough to precipitate them to the ground. In this event the packages, unless well secured, are injured. The fault does not rest with the carrier but with the owner of the property. If the former exercises precautions consistent with the profitableness of the business and the time available, every condition has been satisfied. Where the amount of traffic renders it possible to employ a force sufficiently large to handle packages of every size, damages are merely nominal. It is only at

isolated places, where facilities are restricted, that mishaps occur.

The constant and rigorous surveillance which railway companies exercise over their employes insures faithfulness and care. Beside this, the men are governed by the same ambition that animates their brothers in other branches of business; they also make use of the same methods for securing continuance in office and the betterment of their positions. One of these methods—and the most effective one—is the desire they evince to secure the esteem of those above them by the display of intelligence and care in the performance of their duty. Like people in other occupations, those in the baggage department quickly learn to respect the responsibilities of their office. They exercise fidelity and care because any other course will bring disgrace and loss of employment to them. Those not thus animated are held in restraint (until eliminated from the service) by the exacting rules instituted for their benefit.

Every vocation possesses an *esprit de corps* commensurate with the intelligence and interest of those involved. It is discernable in the forces of railroads. Moreover, the great length of time each individual serves insures a standard of experience and interest in the work not excelled and rarely equaled elsewhere.

One of the most fruitful causes of damage in connection with the handling of baggage is the haste with which it must be loaded and unloaded. Travelers accurately time their movements so

that they will only reach the station a moment in advance of the departure of the train; the arrival of many is coincident with its leaving. One and all demand that their luggage shall go forward without delay. The expedition that must be used under such circumstances admits of little care in handling. The result is that property is damaged more or less, according to its character and the force handling it. The same headlong haste is also expected at the terminus of the journey; travelers are impatient of delay in leaving the station. Immediately upon arrival they may be seen at the doors of the depot, check in hand, excitedly and rudely enforcing upon the baggageman the necessity of haste. The precipitancy they demand is incompatible with needed care.

The headlong haste with which the exchange of baggage between waiting trains is conducted at junctions and other points of transfer en route is also incompatible with necessary care. The remedy, however, is not equally apparent. The impatient traveler, here as elsewhere, is the impelling cause, and while he has no direct influence he may be observed moving with gloomy discontent among the busy officials, or scowling unhappily upon them from some open window. The accidents that occur under such circumstances are hardly blamable; they are the result of the impatient, hurrying, fretful public; a too great desire upon the part of the carrier to please his patrons.

While many petty accidents occur to baggage, much of the complaint we hear is grossly exaggerated, having its origin in idle remarks, or a too keen sense of the ludicrous. Sometimes it is the result of erroneous impressions upon the part of travelers in regard to the methods of carriers; sometimes — frequently, indeed — in malicious statements; more often, however, it arises from the excessive anxiety of travelers. Nothing can exceed the nervous apprehension of many passengers. They are justly the aversion of officials. It is impossible to mollify them. They are superior to reason. To them every movement of the baggageman is pregnant with disaster to their property, every jar it receives is fraught with harm. It is this class, at once peevish and unreasonable, who have fastened upon the baggageman the sobriquet of "baggage smasher."

CHAPTER VII.

CARE OF BAGGAGE: HOW LOSSES AND ERRORS MAY BE MINIMIZED.

The protection of baggage while in the hands of carriers requires that no one not connected with the service should have access to it except under the eye of an official. This fact is well understood by the *attachés* of the department, but is not appreciated by passengers, who, in consequence, crowd into the places set apart for this kind of property with the same freedom they visit the common waiting rooms.

The officials in charge of baggage understand the importance of careful forethought in everything. When care is not exercised, their companies are not only the victims of isolated depredations, but a still greater danger menaces them, namely, organized conspiracy, unlawful combination having robbery as its object. The methods employed for defrauding carriers are numerous. One of them is to have baggage checked and afterward secure possession of it without giving up the receipt. The latter is then presented and when the property cannot be found, as it of course cannot, a claim for damages is made. Instances of this kind have been repeatedly discovered and frustrated; but that

they have in many cases succeeded, there can be no doubt.

Another device, when access can be gained to baggage, is to detach a check, substituting in place thereof one for which the party making the exchange has a duplicate. This duplicate is then presented and the property claimed.

It will be seen from these illustrations, taken at random, that the protection of baggage requires that the supply of checks shall be carefully guarded. Unlawful possession facilitates abuses of every kind.

The efforts of the baggage department are constantly and necessarily directed to the prevention of fraud and, when it occurs, to its punishment. Every claim is scrutinized with painful minuteness. This is extremely irritating to travelers, but cannot be avoided.

While the attempts to defraud carriers are many, few are successful. Their appliances are such as to enable them usually to frustrate efforts of this kind. This is fortunate, otherwise their losses would be serious.

The safety of baggage requires that the handling, billing and checking should be carefully performed. Property may be lost by being sent to the wrong place, or by the check becoming detached while en route.*

* "It sometimes occurs that the check is torn off and lost. When the duplicate is presented by the owner in such cases, he is informed that there is no baggage for him, and is requested to tell where his baggage was shipped from, the date, etc. If the

The most serious cause that occasions loss of baggage is the mismatching of checks, the attaching of checks to the property and the giving of a token bearing another number to the passenger. The mishaps, losses and expenses growing out of errors of this kind overshadow all others. This is the sore spot in the check system; its one irremediable defect; the awkward form of the check and the rude manner in which it is attached to the property are defects, but not serious; this defect is.

In the way bill used abroad the bill that is pasted to the property and the receipt given are exactly alike. It cannot be otherwise, because they are printed and numbered at the same time by machinery. Mismatching is impossible.

Mistakes in matching checks usually occur in assorting them for distribution. In the majority of cases the mistake is discovered when the presumed duplicate is detached from the leather thong to be handed to the passenger. But it sometimes happens that the error is overlooked. In the latter event the baggage of two or

person presenting the check is not the owner, he is unable to give this information. In that case the duplicate is returned by the carrier to the party presenting it, with a request to call again. Meanwhile the baggage remains with the carrier, unclaimed and overlooked. Afterward, it is sent to the unclaimed baggage department. When the owner presents himself, he is requested to give a description of it. This he does. The unclaimed baggage room is again searched, but there are so many trunks, satchels, valises, etc., answering to the description he gives that in all probability several will have to be opened before the right one is discovered."—*Railway Paper.*

more passengers may become interchanged, resulting in great inconvenience and involving the carrier oftentimes in serious loss. Frequently, however, it turns out that no harm is done. The owners find their baggage, and have merely to prove ownership and deliver up their checks. But in the event a passenger delivers up his token to a transfer agent or carrier en route, for the purpose of having it rechecked, the person to whom the check is delivered does not, of course, find any baggage corresponding to it, and not being able to identify the property, as the owner himself would have been able to do, concludes that it has not yet come forward, and accordingly waits until the number corresponding to the one given arrives. When this occurs he takes possession and sends the property forward to its supposed owner.*

This mismatching of checks is an inherent defect in the system. It can be modified but never entirely remedied. That errors do not occur more frequently is highly creditable to those in charge.

Of the losses that occur in handling baggage the fault lies with the passenger quite as often as

*In the United States the convenience of the public is facilitated by agents going aboard the trains before their arrival at the principal cities for the purpose of arranging with passengers for the delivery of their baggage either at the hotels, private residences, or depots of connecting lines, as they may desire. When this is done, the agent making the transfer takes up the baggage check or receipt of the passenger, giving him usually another in exchange. This the passenger gives up on the final delivery of his property as agreed.

with the carrier. Instances arise where property is sent astray through the giving of the wrong destination by the owner; or in consequence of his not designating the right package to be checked; or on account of the exchange of checks, by passengers, without their knowledge, as noticed elsewhere.* The agents of carriers sometimes err in designating the place of destination at the time of checking; in delivering at the wrong station; in not checking the right package; in delivering the wrong property. But the most prolific cause of mistakes, as already explained, arises from the mismatching of checks.

* When checks in the possession of passengers are inadvertently exchanged only inconvenience will result in the majority of cases; but it sometimes happens that one of both of the passengers are going to some point off the line upon which they are traveling. In that event, quite likely they hand their checks to an omnibus agent or driver to be rechecked. When this is the case the packages are sent forward according to the duplicate checks which the passengers deliver up, and thus the property may pass beyond the reach of reclamation.

CHAPTER VIII.

CARE AND INSPECTION OF BAGGAGE: TREATMENT OF BAGGAGE FOUND IN BAD ORDER.

The duties of baggagemen are multifarious and require judgment, accuracy and deftness. Not only must property be forwarded correctly and by the right train, but its condition at time of delivery must be carefully noted. The object of inspection is to protect the carrier against unjust claims. In consequence of the hurried manner of receiving and forwarding baggage, an effective examination is impossible. That would require time. A glance must suffice to determine whether it is in good order or not. And here another vexation presents itself. Only a part of the baggage that is transported is in first rate condition. In the great bulk of the pieces the seeds of active dissolution are at work. It is the extent and degree of injuries received, the probable duration of life under the ordinary vicissitudes of travel, that the attendant is interested in.

While the normal condition of baggage falls far below the standard of perfection, every piece presents specific signs not easily mistaken. The province of the baggageman is to seek out the insecure and weakly pieces. In the performance of this duty ordinary abrasions, even ruptures,

are passed; only those in a hopeless state of collapse are marked with the cabalistic sign, "B. O." This mark is fatal to the reputation of the thing bearing it. It is an intimation to everyone that the property was received by the carrier in bad order. Such is the process. The judgment, however, which attendants pass upon baggage is always liberal. They seek no unfair advantage. The inspection is designed to protect both the carrier and the owner; the latter against unintentional neglect and the former against unjust claims. No proper risk appertaining to the carrier is sought to be avoided. To mark property as in bad condition when it is not, may, as the baggageman knows, precipitate loss without advantage to the carrier, for the reason that such property is ever marked by pilferers for their depredations. Further than this, property marked in bad order without being so debars the owner from demonstrating just injuries received at the hands of the carrier. This the owner knows, and is on hand to prevent. Designation of property as in bad order not only covers damages up to the time of delivery, but subsequently; this, on the basis that the unfavorable condition of the property at time of delivery will precipitate other injuries. For this reason carriers are relieved from responsibility for all property marked in bad order.

In the event of reasonable doubt as to the condition of goods tendered for shipment, the attendant is naturally inclined to err on the side of his employer. This is desirable, for against

its arbitrary exercise there lies the presence of the owner of the property; it is a wholesome corrective if the zeal of the attendant carries him beyond reasonable bounds.

Methods of action pursued by carriers when goods are in bad order are not uniform. As a rule, no release is taken, the condition of the property being noted simply. When a receipt is given, however, its condition is designated therein if in bad order. In some cases shippers are required to sign a formal agreement releasing the carrier from responsibility. Nice distinctions are avoided as much as practicable. If in bad order when presented, the whole responsibility is made to rest with the owner. The carrier is either wholly responsible or there is no responsibility at all.

Baggage should be kept in good order; any defect is likely to precipitate its destruction. Thus the absence of a lock, or its serious impairment, not only threatens the baggage itself, but renders the abstraction of contents easy, if not probable. It is nothing to the carrier that the loss may not occur. He is bound to protect himself against the possibility of such a contingency.

The acceptance of a limited responsibility upon the part of carriers involves clerical labor for which there is neither time nor facility in handling baggage. Thus an inventory of goods would be required. This is manifestly impossible. For this and other reasons the carrier must assume all risks or refuse to assume any.

CHAPTER IX.

RECORDS AND RETURNS ESSENTIAL TO EFFICIENT SUPERVISION; SAFEGUARDS AGAINST LOSS AND IMPOSITION.

The responsibility of railroad companies for baggage lost or damaged while in their possession being determined, it is a matter of the utmost consequence to them that they should be able to test the truthfulness of all claims of such nature and, in the event a claim is just, to determine which employe, if any, was at fault. To enable them to do this it is necessary that their records and returns should be full and precise; such as to enable the officer in charge to trace each check or way bill; to follow it from the moment it is fastened to the package until it is finally detached at the place of destination, and (in the case of checks) forwarded to headquarters for redistribution. Without information of this character it is impossible to determine the measure of efficiency of subordinates. The department will be paralyzed in its efforts to throw around the business necessary safeguards. Employes will become negligent, if nothing worse, and claims for property lost and damaged will multiply indefinitely. The system of records and returns necessary to maintain an efficient

supervision over affairs should be in general as follows:

1. A record must be kept at headquarters of the numbers of the checks* in the hands of the various agents.

2. A record must be kept by agents along the line of the numbers of the checks attached to packages sent forward; of the numbers of the checks received with parcels; of the date forwarded or received; the name of the train baggageman; number of train, etc. This record will prove very valuable in the event any return should be lost, and is always desirable for purposes of reference. Transcripts of the records must be sent to headquarters; these must embrace the number of the check attached to each piece of baggage, the number of train by which it was forwarded, the number of train by which it was received, place of shipment, destination, date forwarded, date received, name of train baggageman, etc.

3. Train baggagemen must report particulars of baggage received and discharged by them, viz.: date, number of train, place of shipment, point of delivery, number of check, or, if no check is attached, a description of the property.

4. In the event property is in a damaged condition when received or subsequently, each employe through whose hands it passes must report the fact.

* Where the word "check" is used in this volume, it will also be understood generally to mean the form of way bill, described elsewhere (used in billing baggage in Europe).

5. Returns of unclaimed parcels at stations.

With the foregoing information systematically arranged at headquarters, the department will not ordinarily experience difficulty in finding lost baggage. And in reference to property damaged while in the possession of the company it will know the names of the subordinates through whose hands it has passed, and, what is important, the returns will state the fact if the property was in bad order when received.

By the adoption and enforcement of regulations of the foregoing tenor, a company may hope to be able in a measure to protect itself against imposition from without and inefficient employes from within. The importance of this cannot be overestimated. Injury to luggage will be reduced to the minimum, and losses will be few in number. The effect will be to curb vicious employes and invigorate slothful ones, if any such there are. It will render attempt to defraud difficult as well as dangerous.

The impositions suffered by carriers in connection with baggage are proverbial among those acquainted with the business. The archives of railroad companies are crowded with the records of apochryphal losses. In consequence of fraudulent claims, carriers have grown to distrust all bills for property said to be lost or injured. The experiences of the baggage department are peculiar, and its observations instructive. Fraudulent claims, equally with those that are good, enter with minutest detail into every confidential par-

ticular attending the character of the property. These details are given with a frankness that only an expert can detect. The statements are, moreover, sworn to, and otherwise fortified with evidence of the most plausible character. Indeed, so shrewdly are they prosecuted that they rarely if ever fail to mislead temporarily, if not permanently.

Where loss and damage claims are *bona fide*, the bills presented are never in a single instance for less than the full value of the property. In many cases, indeed, the value, backed up by oaths, is grossly in excess of the real worth. This is the experience of every carrier. Instances are not of rare occurrence where large sums have been claimed and paid for packages supposed to have been lost or stolen, and when they have subsequently been recovered have been found to contain only worn-out raiment or cheap apparel.

It is the experience of railway companies that very respectable people consider misrepresentations of the kind when practiced upon corporations, as clever artifices, not as something to be reprobated.

At best a company can only hope to defeat excessive or fraudulent claims. But to do this it must make provision in advance. It is practicable to surround the transportation of baggage with such safeguards as to render losses impossible except in cases of fire, wrecks and kindred disasters. To secure this desirable result, however, it will be necessary to hold those who are

responsible, to a direct accountability for damages or losses occurring through their neglect; this involves intelligent supervision, carefully kept records, and full and clear returns.

CHAPTER X.

TRACING FOR LOST AND ASTRAY BAGGAGE; DISPOSITION OF UNCLAIMED BAGGAGE.

The unclaimed baggage that remains in the hands of carriers, and that is finally disposed of as prescribed by law, comprehends little of value. It is made up of cheap or worn-out articles and other odds and ends. It is not often that valuable property remains unclaimed. When such property goes astray, the interest of the owner and the efforts of the carrier rarely fail to discover it. It is the same with freight or general merchandise.

Efforts to discover missing property are balked oftentimes by the inefficiency of petty employes. Owing to the presence of this class, however small, it continually happens that property about which inquiry is made remains undiscovered in some out of the way place until inquiry ceases.

The machinery for discovering goods lost or missing is thorough and comprehensive. The immensity of the traffic requires this. When property is lost, an accurate description is sent to every station with instructions to make a careful search. If this is done it results, in nearly every instance, in the discovery of the goods. It sometimes happens, however, as intimated, that the official in charge does not make an examina-

tion. He takes it for granted that the property is not at his station, and so reports; in some cases the description, written from memory, does not harmonize in every particular with the property; a shrewd and discerning man, however, would trace the resemblance, but the dullard passes on, and his search ends by his reporting the property as not at his station. In this way it is overlooked until the unclaimed property is collected at some central point for inspection and sale. When this occurs the property has quite likely ceased to excite inquiry.

Unclaimed property is gathered up more or less often, according to the rules of the company. Regulations are not in all cases uniform for different classes of property, but are governed by circumstances. Upon one line the rules will require that agents shall report unclaimed baggage weekly, and send forward the property at the expiration of thirty days from its receipt; upon another line half yearly; upon another yearly. Rules vary according to the wisdom and experience of the official and the nature of the traffic. It is becoming more and more the custom, however, to have all unclaimed baggage sent to headquarters at frequent intervals. The plan is a good one.

The rules affecting the custody and disposition of unclaimed property in the express business are not especially different from those of the baggage department, except that the property is handled with greater circumspection.

Regulations governing unclaimed goods carried in freight trains are generally more elaborate than those relating to baggage, for the reason that lapses are more frequent and aggravated. The relatively small value of common merchandise, its rough character, the careless manner in which it is packed and marked, and the rude implements of the carrier for handling it, prevent the thorough and systematic organization that is observable in handling baggage and express matter.

Much of the merchandise lost by a railroad company is stolen. There are, however, numerous ways in which it may go astray. Some of these have been noticed. Lapses occur in the first place (to name them in their order) in connection with the receiving of freight from the shipper; in placing it, through mistake, with goods destined to some other point; in loading it into the wrong car; in unloading it at the wrong station; in the delivery of it to the wrong person; or neglecting to deliver it when called for. Errors also occur in waybilling, whereby no mention is made of property that is sent forward; or it is billed to the wrong place; or the name of the consignee is given incorrectly; or the property itself is not rightly described. Opportunities to make mistakes are numerous.*

* When freight is received that is not waybilled it is entered in the returns as "Over"; if freight is missing it is reported "Short," and so on. The methods of handling baggage are, in general terms, the same. Indeed, there is little room for discretion or change.

When property is lost or damaged through fault of employes, it is customary to make the parties to blame pay for the same or share the loss.

The department that looks after losses and damages must be organized with the utmost care; that it is so is demonstrated by its workings, and particularly by the various forms of returns used for reporting property that is short, over, in bad order, and so on. These returns contain a history of each case, and when received at headquarters are examined and studied by a force organized for the purpose.

Considering the amount of baggage carried, very little is lost. Out of nine hundred seventy-two thousand and eight pieces carried on an American road in one year it was claimed that only one package was lost. The same company claims to have delivered in another year, under abnormal conditions, at one of its stations, seven hundred thirty thousand four hundred eighty-six pieces, of which twenty-six pieces were lost or mislaid. Other exhibits are made by particular carriers, but we possess no general data on the subject.

In some cases when property is lost the owner does not know how to proceed, and so does not make an effort to recover his goods; but instances of this kind are not frequent. It often happens that the owner of property is paid therefor, when it has not been lost at all.

In reference to the express traffic, which is analogous to that of baggage, while the array

of packages advertised for sale from time to time is great, their value is small. The articles consist of cheap jewelry, household goods and personal effects, not worth the amount of the charge for carriage. In the freight department the value of the goods unclaimed is relatively greater, but whenever the missing property possesses any considerable value it is usually discovered and delivered to its owner. The bulk of the property that remains unclaimed is not, as a rule, worth the charges of the carrier.

In reference to damaged property remaining in the hands of carriers and for which they have settled with the owners, such disposition of it is made as is most advantageous. The process cannot be described here.

The laws governing the length of time that unclaimed property must be held by carriers before being disposed of, and the advertisement required of such disposition, are not uniform. Everywhere, however, unclaimed perishable property may be sold without delay or advertisement when necessary to protect the carrier from loss.

CHAPTER XI.

FORWARDING BAGGAGE: NECESSITY FOR CARE; PATRONS MUST NOT BE INCONVENIENCED; BAGGAGE SHOULD BE BILLED THROUGH TO PASSENGER'S DESTINATION.

The necessity that passengers shall visit the baggage room for the purpose of having their property checked, suggests the inquiry whether it is not possible to adopt some method of billing that will render this labor unnecessary. The duty is always a disagreeable one, and when the baggage room is remote from the waiting room is rendered additionally unpleasant.

Under present methods the counter of the baggage room is the Mecca of those who travel, and in many cases the turmoil round about it little less dangerous than the ancient car of Juggernaut. Must we continue for all time to dance attendance, ticket in hand, at the luggage counter? Can nothing be done to save us the wearisome vexation, the jingling of the checks, the preoccupied air of the baggageman? Surely, after all the reforms that have been accomplished by the baggage department, its ingenuity ought to be equal to this further draft. How easy it would seem, from the view of one on the outside, for the urbane and attentive ticket

seller, who greets us at the window, to take a record of our baggage when he sells us our ticket!*

But in considering the desirability of a change, the advantage of present methods must not be forgotten. One of the most important of these advantages is the service the passenger performs in supervising the work of the baggagemaster. While mistakes in billing under the present system are of rare occurrence, nevertheless it is patent to all observers that much of the accuracy that is attained is due to the active supervision of the owner of the property. Except for the vigilance he displays many mistakes would occur in checking and rechecking baggage, causing inconvenience to the public and embarrassment to the carrier. While the supervision of the passenger is very offensive oftentimes to baggagemen, and retards their work, still carriers could ill afford to dispense with it. No one is so directly concerned in having property rightly forwarded as the owner, and if the attendant in charge gives out a check that is not a duplicate, the furtive glance the owner is able to bestow

* The more glaring inconveniences that travelers are subjected to in checking their baggage will, it is probable, in time be obviated or greatly modified. Little has been done to lessen the delay caused by taking baggage to the scales to be weighed. A truck has been introduced which, it is claimed, automatically records the weight of articles placed upon it. This, if it should prove to be practicable, will greatly simplify the work and reduce the time required to handle baggage that it is necessary to weigh.

upon his baggage very likely discovers the mistake. In the same way his watchfulness discloses any error in the point to which the property is checked, also any mistake by which the wrong property is checked. Without this outside aid many mistakes would occur that are now discovered and remedied without inconvenience to anyone.

Besides the errors of commission that the alert passenger discovers, always to the mortification of the experts in the business, he is equally alive to errors of omission. Thus it happens that many pieces of baggage that would otherwise escape the notice of the attendant, and shipment be delayed in consequence, are discovered by the owner and forwarded under his direction.

No one who has studied human nature can have failed to notice the unrest, the personal discomfort, which many travelers evince until their baggage is checked and they have seen it deposited in the car. This class trusts nothing to the methods of carriers or the intelligence of agents, and at starting places, junctions and transfer points en route they may be noticed scanning the luggage with eager interest to see that their property is being properly attended to. In nothing relating to worldly affairs is the interest of the traveler so concerned as in the preservation of his baggage. It is the root and fiber of his existence. Every comfort and convenience he enjoys, or expects to enjoy, is dependent upon its safety,

and serves to emphasize his loss if aught occurs to deprive him of it. What, for instance, is it to him that the society in which he is thrown is interesting and attractive, if his linen lies in a trunk at some far-off depot, or is following him on another train? What behooves it to the tired traveler, though soft his bed, if the nightcap in which he is wont to woo the drowsy god is missing? What are juicy steaks and succulent vegetables to the wayfarer if his tooth brush, without which life is but a tasteless, stale and unprofitable dream, fail him at the supreme moment? It is reflections such as these that disturb the serenity of travelers, making them alert and anxious where they would otherwise be dull. It is noticeable that the concern travelers display in regard to their baggage is not dulled by familiarity with the ways of transportation companies nor long intercourse with the world. On the contrary, this acquaintance serves only to intensify their interest. They realize, as those who travel little do not, that the possession of one's baggage is the condition of his comfort.

The baggage room of carriers is common ground hallowed by the anxieties of myriads of distressed people. Here all men meet in misery —prince and peasant, philosopher and fool, the educated man and the ignoramus, the vigorous and the decrepit—all stand alike in expectancy. The veteran traveler of a thousand voyages, who boasts that nothing interests or disturbs him, is alert here. Here the railway director and the

garrulous old woman who ventures her life and property upon a train for the first time, meet upon common ground.

An important condition in handling baggage is that it shall be billed through from point of departure to place of destination, whenever the route and extent of traffic warrant. There should be no exception to this requirement. To accomplish it the inertia of those in charge of tickets as well as baggage must be overcome.

This is necessary, for the reason that through checking involves through ticketing.

In connection with the through billing of baggage, various reasons are advanced from time to time why it is impracticable. It has been stated as an objection, that in the event a forwarding line should become embroiled with other companies, it might make extravagant concessions in regard to the amount of baggage it would carry free, and if the baggage were billed through, intermediate lines would have no redress. But if permitted to recheck, each company could then enforce its rights. This is doubtless true. But the remedy lies not in rechecking en route, but in preventing the concession in the first place; not in harassing the passenger by rebilling his baggage at every junction, but in the adoption of equitable working arrangements governing the business. Another objection is the difficulty of tracing through baggage. This objection, however, is not tenable. Nothing would be gained by rebilling.

When the quantity of baggage passengers are allowed to carry without extra charge is not the same upon different lines, baggage cannot be billed through except in those cases where the amount falls within the minimum quantity. The difficulty, however, can be readily surmounted by agreement between the lines making the through route.

While the quantity of baggage a company carries for local passengers is governed by local surroundings, such considerations lose their force in the case of through business. There may be differences in rate, but there should never be any difference in the quantity of baggage that through passengers may carry without extra charge. An objection offered to the plan of billing baggage through is the expense it entails. But this is not burdensome. It is less expensive to bill baggage once than to do so several times. When baggage is rechecked en route, labor and appliances must be duplicated. Besides all this, through billing avoids the annoyance and inconvenience the system of rechecking entails upon passengers. This consideration is in itself sufficient. When checks are too cumbersome or too expensive to permit rebilling, they should be abandoned, and something cheaper and simpler adopted, that can be made to conform to the requirements of the service; such, for instance, as the European coupon way bill. The practice of billing baggage through is general in America.

CHAPTER XII.

FACILITIES FOR DISPATCHING BAGGAGE: SERVICE PROPORTIONED TO REVENUE; WANTS OF THE PUBLIC TO BE ANTICIPATED; AMERICAN AND EUROPEAN METHODS CONTRASTED.

Our laws are created by the people who travel. They embody the intelligence of the community, and own in fee simple all it possesses. The regulations that govern the passenger traffic of railroads particularly concern them. They are especially interested in the efficiency of the baggage department, and demand with one voice that its methods shall be such as to afford the public the least inconvenience consistent with the prompt and accurate handling of the traffic. The owners and managers of railroads endeavor to meet these expectations, but only they understand the measure of accommodation it is possible to afford.

The operations of the baggage department, and the conveniences it affords, are governed by the income from passenger traffic. Whatever the cost of doing business may be, it must be reimbursed to the carrier in the price paid by the passenger for his ticket. The aggregate amount paid determines the amount available for use. The exactions of the public, therefore, are to

be governed by the resources of the passenger department. If the amount received is small, the facilities extended will be correspondingly small; if ample, the facilities will be ample. The measure of income determines the measure of accommodation.

The business of railroads is divided under two great heads, namely, passenger and freight. They have no direct connection with each other. Each should be self sustaining. Under any other method one class will be taxed to furnish accommodations for another class. The people who furnish freight traffic should not, for illustration, be restricted in facilities, or compelled to pay high rates to enable a carrier to furnish accommodations for passengers not warranted by the amount earned from that source; nor, on the other hand, should the traveling public be denied proper accommodations, or asked to pay excessive rates to enable a railway company to furnish to merchants and others facilities for the carriage of their goods not warranted by the extent and productiveness of the business they contribute. An equitable division of the cost of transportation, to be borne by the different classes of traffic, requires that the burdens peculiar to each branch of the service must conform as nearly as possible to earnings.

Public opinion is precise and trustworthy in determining its rights in particular instances in the proportion it has been accustomed to the exercise of such rights. Enforced acquiescence in

the demands of public opinion intensifies the respect felt for it by those it concerns, and hastens the anticipation of its wishes. The truthfulness of this nowhere finds more happy illustration, perhaps, than in the customs that have grown up in different countries in connection with the working of railroads. The responsibilities of these servants of the public are peculiar and exceptional, and in the relative facilities they afford the community, may be traced the different degrees of civic intelligence of the people they serve. In one country, happily governed, we see the resources and arts of the carrier taxed to the utmost to anticipate and meet reasonable public demand, while under another form of government, arbitrary and harassing customs characterize his acts. In the first instance we discover that the carriers act under the inspiration of a watchful and generally educated public intelligence; in the other, under the guidance of a bureaucratic form of government. Under the former the carrier labors under the knowledge that his utmost endeavors will not fully satisfy public expectation; under the latter he acts under the assurance that whatever he does will be accepted by the community as the act of its immediate servants, and necessarily, therefore final and conclusive.

Liberty of opinion and freedom in its expression beget enlightenment, and increase in the end the conservatism of a community. This is apparent in the United States and in England,

whose governments may be ranked with the most conservative in existence. In each the highest results of public observation and intelligence are apparent in the effect upon railroad companies. This is proven by the intelligent and zealous efforts of the latter to satisfy public opinion—not as expressed by bureaucratic officers, but through the aggregate exactions of the community. In England and the United States railway conveniences approach more nearly perfection than anywhere else.

The common carrier is the hewer of wood and drawer of water and is bound to fill every reasonable condition of his office. He fully realizes this and assures the continuance of his trust, as well as exemption from oppression, by the exercise of intelligent foresight and the honest discharge of his duty. In the philosophy of railway management it is generally recognized that a company is bound to do whatever it can to promote the personal comfort of its patrons, so far as the compensation received will permit or as may be compatible with the convenience of business generally, the safety of the public and the security of property. The carrier is also bound to adopt every reasonable appliance, and introduce from time to time such conveniences as may be suggested by experience and the discovery of new devices, so far as they come within his income or the scope of ordinary business conditions. In no country are these requirements more fully and heartily accepted by the carrier

than in America. This is generally recognized by economists and others familiar with the facts. The efficiency of American railways is manifest in good service and low rates; in the introduction of commodious and luxuriant day coaches; in the use of palatial sleeping, dining and drawing room cars and comfortable smoking compartments; in providing capacious, cleanly and accessible closets in connection with each vehicle; in the care with which passenger coaches are lighted, heated and ventilated; in the free and abundant supply of pure drinking water; in arranging the coaches so that passengers are not isolated from each other and from the servants of the company while en route, thus insuring their personal safety; and, finally, in providing such convenient and expeditious appliances for handling the baggage of passengers as will afford every necessary security, while avoiding inconvenience to the traveler.

The marked excellence of the American system of handling baggage, and the superior accommodations afforded the public in the main by its operations, was not due primarily to superior ability upon the part of those in charge of railroads, but to the vigilance and uncomfortable and jealous exactions of the public. This spirit in the community, that has so often seemed to threaten the integrity of capital invested in American railroad enterprises, and has had the effect in many cases to greatly retard development, has stimulated the energy and sagacity of railroad officials to an extent that is incredible to

those not accustomed to so open, vehement and critical an analysis of the acts of railway managers upon the part of the public To the residents of countries where such matters are left to the discretion of public servants, the timidity of our railroad companies and their alacrity in answering the demands of the public are incomprehensible.

While the disposition of Americans to find fault is not pleasant to contemplate, and while oftentimes it is unjust, nevertheless it has had the effect to greatly stimulate railway managers to anticipate the wants of the community; it has caused them to make the comfort of the public their constant thought; to make the railroad system conform to the convenience of the public, instead of attempting to make public convenience conform to that of the railroads. This peculiar feature of its railway system is illustrated in one way by the simple and convenient methods that have been adopted for handling baggage. In no other department of the service, perhaps, is it possible for a carrier to afford the community so high and conclusive an evidence of his intelligence and amiability as in the handling of the luggage of his patrons; certainly none that the public more highly esteem, or that can add more to the personal convenience of travelers.

The American system of handling baggage has for its underlying principle the convenience of the passenger. Fiscal methods are made to accommodate themselves in every instance to the

comfort of the passenger, and only such simple formulas are employed in the conduct of the business as are imperatively necessary. In this particular branch of the service every detail having the effect to harass or discommode the public is sought to be eliminated. And wherever a contrary system has been attempted to be introduced by a company, either the counsels of its officers or more judicious action on the part of a neighboring line has quickly rendered the attempt abortive.

Under no circumstances is the community to be inconvenienced. This has been the basis of action upon the part of American railway companies, and if there have been exceptions to the rule, they in no way invalidate the general principle.

While the American method of handling baggage is not more simple than European methods might be made, its operation is characterized by greater expedition. Dull and sluggish indifference to the convenience of travelers is not tolerated. Any latent disposition upon the part of officials to aggrandize their office at the expense of the public in this direction is quickly suppressed by the companies employing them. The monstrous absurdity of requiring passengers to present themselves at the depot far in advance of the departure of trains, under penalty of having their baggage excluded, would never be attempted in America, or, if attempted, would be quickly corrected by public sentiment.

In examining the American system we find that the operation of ticketing passengers and checking baggage has been so pruned of features objectionable to the public that the handling of baggage is no longer an inconvenience to the latter. And what is most gratifying, the ingenuity and skill that have been displayed in this respect receive from the public the appreciative recognition they merit.

In many countries the system of handling baggage is organized with a view to protect the carrier against both the public and the operative; the convenience of travelers is made entirely subservient to these two requirements: every piece of baggage, for instance, no matter how small or trifling it may be, is carefully weighed, and the weight inserted in the manifest and receipt given to the passenger. A careful record is also made in the forwarding office and again at the receiving station. This labor, no matter how deftly performed, requires time, and subjects the public to corresponding inconvenience. The American companies, on the other hand, while also limiting the amount of baggage that passengers may carry without extra charge, are. nevertheless, satisfied to accept the judgment of station masters as to whether the weight of the property offered by the passenger exceeds this limit or not, without actually requiring him to weigh and record it in those cases where it is apparent that it does not exceed the limit. The time thus saved inures to the benefit of the passenger, as he is thereby

permitted to reach the station just so much later than he otherwise would be. The time thus saved varies at different stations, but it will average from ten to fifteen minutes, according to the number of passengers to go forward, and the facilities the carrier possesses for weighing the baggage.

To those familiar with the timidity and obsequious deference paid the community by American and English railway companies, the assurance displayed in other countries is most striking. The explanation, however, is exceedingly simple. It is found in the self assertion of the masses of English speaking people, and in the habit each man has of judging for himself of the necessity of the regulations sought to be imposed upon him. When, in his opinion, they bear unjustly, he appeals to the newspapers, or the courts, or to the legislative bodies for relief, and rests not until his grievance is redressed, or he is proven to be in the wrong.

In many countries the hired servant of the public is expected to secure for the community all the rights that belong to it, so far as railroads are concerned. Officials of the government pass judgment upon the acts of carriers, and whatever they approve the people acquiesce in. And in this manner the latter accept, with cheerful resignation, regulations that would be generally branded as unnecessary and absurd in England or the United States. The reason is simple. A people who delegate their rights must acquiesce

in the acts of their agent; whatever conclusion he comes to is of necessity accepted as final; his limited capacity or downright inefficiency remains unknown, or, if suspected, cannot be demonstrated.

The fault lies in the system, and it is impossible to conceive of a different result under any form of government where the restricted and oftentimes perverted intelligence of a few hired agents is substituted for the intelligence and watchfulness of a whole nation. While the officials may be perfectly consistent in their efforts to serve the public, they in effect serve only as shields for the railroad companies, for the reason that the imperfect supervision they exercise disarms criticism and silences enquiry. The representative of the government passes upon the questions that arise and his conclusions are accepted as final. The result, while apparently all that could be desired, really substitutes the judgment of one man for the intelligence of the many. In such cases, railway companies have only to satisfy the government official appointed to supervise their affairs; they have nothing to do directly with the community, and the facilities and improvements that the people under other circumstances would blindly insist upon, and ultimately secure, the servant appointed to act for them blandly waves aside as impracticable.

The result is that carriers thus supervised are, in many things, practically irresponsible. Their identity is lost in that of the government agent.

Shielded from criticism and protected from attack, the incentive that animates the English and American companies is wanting; secure in the possession of their prerogatives, corporations thus supervised are indifferent to the improvements suggested under the stimulus of a less complaisant public.

Wherever government supervision is depended upon, a few public servants take the place of the trained intelligence of the only class of men, namely, those directly in charge of railways, who are competent to judge of relative forms of management or the desirability of improvements. Under such supervision the railroad companies, instead of bending their energies to the accomplishment of results that an enlightened and vigilant public sentiment would otherwise demand, are content to satisfy the judgment of the officials appointed to look after the interests of the public; and in the event the latter complain the companies have but to fall back upon the general statement that what is satisfactory to the selected and trained servants of the people, appointed especially for the purpose, and possessing all necessary facilities for knowing what is practicable and what is impracticable, ought to be acceptable to the people themselves.*

*In this connection, and comparing the American system with that of some of the countries of Europe, it seems to me that the limited supervision exercised in the former by those appointed by the state is greatly preferable to the absolute control exercised by the governments in Europe, for the reason that while the latter silences the expression of public opinion,

The community and the railroad companies both lose where the former exercises arbitrary governmental control over the operations of the latter. It is impossible that the highest form of constructive ability attainable in the organization and conduct of railroads should be found where such a state of affairs exists.

A community may be at times hasty and inconsiderate, but is in the main just, and may be depended upon in the end to protect and foster those interests that conserve its purpose. In the operations of business it is a well accepted fact that the principal is more likely to act upon an enlightened basis than an agent, and that his conclusions, when formed, are also more likely to be stable. The application of the principle in the United States and England, in the case of railroads, bears out the conclusion. The railroads possess, in these countries, greater latitude in their organization and management than they do elsewhere, and it results that they serve the community with greater economy and efficiency than any others. Comparisons demonstrate this. Nowhere else is the public so abundantly and cheaply served as in the United States, where the powers of the government agent are restricted within the narrowest limits.

Public service, like all enterprises of a business nature carried on without constant, minute and

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the acts of the representatives of the people in the first named country serve only to excite its interest and enlighten its understanding.

exacting responsibility, commences by being extravagant and ends by becoming inefficient. The servants of the people are not alone arbitrary in their action; they are also contracted in their views and policy. The objects which move men in other departments of life, such as the prospect of gain, the necessity of satisfying a critical master, or the securing of a coveted position or rapid advancement, that only superior intelligence and skill can compass, are wanting in the public service where averages form the basis of service. The result is that enterprises operated by private parties are more effectively and economically managed than those conducted under even the highest and most efficient forms of public service. The operation of railroads affords no exception to this rule, and it will be found by comparing results under different forms of government that their greatest utility has been attained where their control and management has been intrusted wholly to private individuals.

Many of the difficulties attending the operations of the baggage department are fully understood only by those having immediate direction of its affairs; they alone are able to perfect the many excellencies of service of which the business is capable. And this truth suggests a companion fact not out of place here, namely, that it sometimes occurs in the history of railroad enterprises that reforms which are in themselves exceedingly simple and easy of accomplishment are long delayed because of the neglect of those

who ought to act. Men become wedded to particular forms, and, unless pressure is brought to bear, will in many instances never change; every reform is the result of a struggle, of the progressive against the unprogressive element. The English system of handling baggage is in some particulars as good an illustration as any that can be found of the truth of this assertion. The English method is not unsafe, but it is exceedingly inconvenient to the traveler in some respects. Thus, the passenger is not given any token by which his baggage can be identified, and so it becomes necessary for him at the destination to go personally and hunt it up. It is remarkable that the English people should so long have submitted to this, because they are, of all people in the world, not excepting the Americans, the most tenacious of what they esteem their rights. The offense, if it is an offense upon the part of carriers, is not a serious one; the carrier saves some expense, but not commensurate in amount, probably, with the inconvenience occasioned the public.

I notice this particular defect on the part of the English roads in handling baggage, because in many respects the English railway managers are in advance of all others; certainly they vie with those of America in efficiency and desire to please the public. Their thrift and intelligence are proverbial, and deficiencies in their methods of doing business are not dull, persistent and willful, but arise rather from ignorance and over

confident belief in the infallibility of whatever they have accomplished.

The fundamental principles governing the handling of baggage, to summarize the subject at this point, are few in number and easily stated. These principles, happily, do not antagonize either the interests of the people or of the railroad companies. They are, first, that passengers shall be inconvenienced or delayed as little as possible in checking their baggage at the starting point and in delivering it at the destination; second, that so far as the nature of the route and the extent of the traffic warrant, all baggage shall be checked through from the point where a passenger purchases his ticket to the place to which he is destined, and that at all junctions and transfer points it shall be attended to by the carrier without the intervention of the passenger; third, that it shall go forward upon the same train with the passenger, and reach its destination at the same time that he does; fourth, that the passenger shall, when he delivers his baggage to the transportation company, be given a receipt or token, the presentation of which at the place of destination shall be the authority of the carrier for the delivery of the property without further identification; fifth, that baggage shall be carefully and intelligently guarded and its good condition maintained, and that in the event it goes astray, the appliances of the carrier shall be such as to secure its prompt recovery and transmission to the owner;

sixth, that the carrier shall be responsible for any loss or damage that baggage may sustain while in his possession, and that claims for such loss or damage shall be adjusted with all due diligence; and, finally and generally, that from the moment baggage passes into the hands of the carrier up to the time of its delivery at the point to which it is billed, the passenger shall be relieved from all anxiety or expense concerning its safety or carriage.

The carrying out of these principles, while not difficult in any respect, involves, it is apparent, the co-operation of connecting railroad companies, the employment by them of an efficient force and the use of the best attainable methods in the conduct of their business.

CHAPTER XIII.

DISPATCHING BAGGAGE: THE EUROPEAN SYSTEM OF BILLING.

The method of billing* baggage in Europe, if properly systematized, may be made superior to that of the United States. It is more comprehensive, less difficult to handle, and affords fewer incongruities, and, with the exercise of ingenuity, is simple, effective and economical.

The metal devices we call checks are not used in Europe. The plan there is to paste on each piece of baggage a paper way bill, upon which is written or printed the name of the station to which the property is destined; each bill bears a different number; the number is printed on the form. Attached to the bill is a coupon, which is torn off and given to the passenger; this is called a receipt, and the property is delivered to the holder upon its presentation at the place of destination. There is yet another form attached; this is kept as a record by the agent forwarding the property. On the presentation of a piece of baggage, the way bill is quickly pasted in a conspicuous place upon its surface by the attendant; the receipt is detached and handed to the owner of the property, while the record† remains in the

* In the United States it is called *checking* baggage.

† See Form No. 27, appendix.

company's possession. The plan is very simple. Its execution in Europe is apparently more difficult of enforcement than our method of checking, because of the practice in vogue there of weighing each piece of baggage, no matter how insignificant it may be. When ascertained, the weight is inserted in the space provided on the face of the way bill. It is the observance of this practice of weighing each package, and not the awkwardness of their method of billing, that renders the European system of handling baggage so tedious to American travelers. Under the European method of handling baggage, if five hundred people propose traveling by a particular train, it is necessary that those who have baggage shall reach the station in time to have it weighed. The time that they must wait is a severe tax upon the patience of even the most amiable. In all cases a liberal margin of time must be allowed by passengers, as the delay they will experience in getting their baggage billed will depend upon the number to be accommodated.

The object sought by the European companies in weighing the luggage of each passenger is obvious; but it is overdone. In the United States, when the amount of baggage a passenger possesses is manifestly within the limit allowed, the formality of weighing is waived and thus the delay and expense incident thereto is avoided. This particular feature of the American system is the better.

The plodding, pertinacious way in which the

European companies insist upon weighing every scrap of luggage that goes into the baggage car illustrates generally their careful methods. A rule once formulated is sacredly observed. In America, on the other hand, a rule is insisted upon only when some urgent purpose is to be accomplished; rules inconveniencing travelers are never enforced in the United States if their avoidance is possible.

In consequence of the discretionary authority that our companies give to baggage agents, to omit the formality of weighing baggage when the amount manifestly falls within the prescribed limit, the public is saved much inconvenience and the railroad companies considerable expense. The European system, however, while subjecting the passengers to inconvenience, and the railroad company to outlay, nevertheless protects the latter absolutely. Baggage in excess of the maximum weight is never carried without the extra charge prescribed. And herein their method is superior to the American system, or want of system. Under the latter plan it is impossible to believe that baggage in excess of the authorized amount is not in many cases allowed to pass without charge. The American system, for this reason, strikes the European traveler as rude and incomplete, as lacking in business method and thrift; it is, he says, as if a grocer who has an order for one hundred and fifty pounds of sugar should guess at the amount instead of weighing it. This criticism is in the main just,

still it is doubtful whether the income carriers would derive from the excess baggage that is overlooked would reimburse them for the extra expense of weighing each piece, to say nothing of the inconvenience to the community that would result therefrom.

Leaving out of consideration, however, the European plan of weighing each package, their method of billing is superior to that in the United States. Their forms can be kept securely with less trouble and expense than the metal checks we use; they are less likely to be lost or stolen; their care involves less storage room; they can be made difficult to counterfeit; their cost is trifling; they involve less accounting; they cannot so easily be attached to or detached from baggage by unauthorized persons, and finally they are generally simpler in their operation than the metal check system.

One of the objections to our system of handling baggage is the danger that the check we fasten with a leather thong to each package may be detached by unauthorized persons, and another check be substituted in place thereof. This danger is lessened, if not entirely obviated, by the use of a way bill pasted to the property. These way bills can be bound in volumes for use as required, so that the danger of their being stolen is very small compared with the constant danger that attends the use of metal checks, hanging, as they do, in exposed places in open rooms.

The paper way bill may be made as difficult to

counterfeit as a bank note, and in the event danger is apprehended at any times the plates may be changed with little trouble or expense. The metal check we use is, besides, so crude that any machinist of the first order may successfully counterfeit it.

In the use of a way bill such as that referred to, it is, moreover, practicable to so simplify the system that all the labor the forwarding agent has to perform is to insert the number of the station to which the baggage is destined. This labor, it is evident, would require but a moment. When the business between any two points was great, as, say, between Chicago and St. Louis, special way bills would be provided in which the point of departure and destination would be printed, so that the forwarding agent would only be required to paste the bill upon the baggage.

Under our method of handling baggage, special checks are provided for use between points where the business is large, giving place of departure and point of destination, but commonly only the name of the road and the number of the check are stamped upon its face. For the information of the attendant on the train, a card is attached by the forwarding agent to the check, giving the number of the station to which the baggage is destined.

In using a way bill a blank space should be left by the printer for inserting excess weight, if any. The charge for this excess can be collected by either the forwarding or the receiving agent, as the companies interested think proper.

An objection to the European method of billing is that coupons attached to the baggage disfigure it. The disfiguration is not nearly so great, however, as were the chalk marks (figures) we at one time used in checking baggage. But such an objection would not weigh against any substantial benefit that the system affords the traveling public or the carrier.

By the use of the way bill our people would be assured of one gain—they would escape the burden of carrying the metal checks that now load down their persons; for this they would be grateful. Instead of the battered tokens which the baggageman now hands to the passenger the latter would receive, in acknowledgment of the receipt of his property, a diminutive, cleanly cut piece of engraved paper, like a government coupon; this receipt he could drop into his pocket book or *porte-monnaie*, where it would be secure and cause him no inconvenience.*

In the use of the way bill an economic change

* These paper receipts for baggage would not, we may believe, be given to children to play with, as our metal checks are. This practice, however trifling it may appear to those not familiar with the facts, is a prolific cause of annoyance under our system. Thus, checks given to children to play with upon trains and at the waiting rooms and hotels are frequently lost or exchanged without the knowledge of their parents. In the latter case, when the owners arrive at their destination the checks in their possession do not tally with those attached to their property. The inconvenience and expense occasioned by accidents of this character affect both the carrier and the owner of the property; and what is quite as unfortunate, they are ascribed wholly to the carelessness of the railway company by the traveler.

would also occur; the country would avoid the immense consumption of copper and tin now used in the manufacture of brass checks. However, this subsidiary benefit is not suggested as a reason for the change; I mention it merely for the information of those interested in economic questions.

The great merit possessed by the metal check is that it is susceptible of indefinite use; it is practically indestructible. This merit is, however, offset by its cost, by the danger of its being counterfeited and the expense of protecting it. The metal checks have also to be redistributed from day to day among the various stations of a company in accordance with the necessities of business, and thus is added to the danger of theft the labor and expense of accounting which this constant redistribution involves. In the use of the paper way bill, the cost of redistribution is avoided. The way bill, while it can be used but once, costs so little that the outlay cuts no figure.

Way bills may be bound together in book form like bank checks; each bill, with the receipt and record attached, would be consecutively numbered. No two forms could therefore ever be confounded. In this way the danger of mismatching checks, ever present under our plan and one of its chief annoyances, would cease.

In waybilling, whenever a supply of blanks was required at a station, a requisition would be made on the custodian of these forms. This official would keep a record of the numbers sent

to each station. With this record, all that he would require at any time to enable him to tell from what station a piece of astray baggage was forwarded, would be to know the number of the way bill. Nothing could be more simple or effective.

Finally, it may be said that the European system of waybilling baggage as compared with our method is simpler, less expensive, and is more effective. It is also more acceptable to the passenger, and under its operation business can be conducted with greater facility. Americans have been taught to believe the metal check the most simple and effective in the world; wider knowledge of the practices of other countries will correct this delusion.

CHAPTER XIV.

DISPATCHING BAGGAGE — THE AMERICAN SYSTEM OF CHECKING.

In no country in the world are railway passengers less harassed with the care of their baggage than in the United States. The appliances in vogue are not so simple as those in Europe, but are managed with greater dexterity. Indeed, the fact that the American system exists at all is proof that it does not inconvenience the public.

It is the product of many years of practical study and uninterrupted experiment, and is as nearly perfect as it is ever likely to become with the appliances in use. An objection to it from the carrier's point of view is its great expense. Elsewhere I have pointed out some of its defects. These defects are not the result of maladministration, but are inherent. One fault is the liability that checks will be mismatched, i. e., that the check in the possession of the passenger will not correspond to the check attached to the package; another, the impossibility of adequately guarding the checks when not in use; another, the facility with which checks may be detached from packages, either accidentally or by unauthorized persons. Objection is also made to the metal device given to the passenger as a

receipt. The expense of accounting, transmitting and assorting the checks is an objection. Another fault is the great cost of the checks.* Whether this cost is greater than the cost of the printed form of coupon way bill used in Europe cannot be known from any data at hand. Taking into consideration, however, first cost and subsequent expense, the metal check is undoubtedly much the more costly of the two.

It is generally supposed that the American method is inherently much superior to that in force in other countries. This supposition is based rather on the performance of those in charge than upon the system itself. It is assumed, for instance, that because passengers are less inconvenienced in the United States than elsewhere, it follows that the system is preferable. As a matter of fact it owes its superiority to the

*An apparently well informed correspondent of a railway paper, writing upon this subject, says in regard to the cost of the checks used in billing through baggage: " . . . To supply . . . . checks to all the principal points that they [the railroads] ticket to . . . costs an enormous expenditure of money, and it stands in hand for the representatives of these different lines to furnish some means by which this expense can be lessened. . . . There is a large amount of money invested in checks that are not in use, that is, checks to points to which there is not much travel, but still enough to demand that checks be issued and placed in the baggage rooms in case they are called for." After illustrating the number of checks required between the same points, but reached by different lines, the correspondent goes on to say: "Let some of our managers figure this up, and see what a deal of money it costs. Many of the checks are never used, but they must be provided, nevertheless, as it is impossible to tell in advance which one of the routes passengers may wish to take."

dexterity and skill of operatives and officials, rather than to especial excellence in method.

Much of the merit or demerit that attaches to systems of operating railroads is ascribable to the efficiency or otherwise of those in charge. The truth of this is illustrated in the method of handling baggage in England. While the English have nothing that merits the name of a system, they are yet able to carry on an immense traffic with little or no loss or cause of complaint. This speaks highly for the intelligence, skill and honesty of those in charge. On the continent, on the other hand, with the best system for handling baggage ever devised, the arbitrary manner in which it is executed has yet caused it to be singled out for special reprobation. In the United States, owing to the adroitness and obliging spirit of those in charge, the methods in vogue are cited everywhere as perfect. In reality, they are exceedingly cumbersome. The merit lies in the skill of those in charge.

While the baggagemen connected with the railroads of America are frequently lacking in the little amenities that contribute so much to the pleasure of travel, they are attentive to their duties and constant in their efforts to secure every possible advantage to the public. They are not subjected to the severe discipline customary in Europe, but are expected and required to conform to every demand of passengers; what is lacking in method, therefore, is more than made good in other directions. The German's idea of

an efficient civil service is of so rigorous a character that he cannot tolerate independence or personality upon the part of men occupying subordinate positions. He is essentially a martinet, and the result is that he rarely receives suggestions from those under him. This is unfortunate, for it is among this class that improvements usually originate.

However, without going further into the relative merits and demerits of systems, let us proceed to consider their practical operations.

When the canal packet and the stage coach afforded the only means of public conveyance in the United States, passengers neither received nor expected receipts for their baggage. They watched it as it was placed on the conveyance, and from time to time, as the journey progressed, personally noted its presence and inspected its condition. At the junctions they attended to its transfer. Such was the custom. With the introduction of steam, new methods were generally adopted in harmony with the increased travel. The railways of Great Britain, however, have perpetuated, in the main, former practices, and to this day passengers dance attendance upon the porter as they did in the old-fashioned days.

Discarding the primitive customs of the stage driver and canal captain, the American railway companies early provided small metal plates or tags for waybilling baggage.*

Each plate bears a separate number.

* See Form No. 28, appendix.

To each a leather strap is attached.

The strap is fastened to the handle of the trunk.

The plates are called checks.

Each check has a duplicate. This is given to the passenger, and its possession is the evidence of the possession of the baggage by the railway company.

Each station on a road has a different number allotted it by the baggage department. The number of the station to which baggage was destined was at first roughly marked in chalk on the package. The baggage of travelers was covered with these marks. In making a new number the old numbers were sometimes overlooked or only partially erased. Sometimes the number was obliterated by the rain or by coming in contact with other objects. Baggage, in consequence, frequently went astray. A simple device corrected the imperfection. Instead of marking the package, the number of the station was entered on a small pasteboard tag. This tag was slipped on the strap that attached the check to the package. The system was now complete so far as local uses were concerned.

The supplying of agents with checks for local use from day to day calls for particular regulations. These are in form somewhat as follows: John Doe, agent, we will say, has local checks assigned him numbered from one hundred fifty to eight hundred fifty. These are charged against him at headquarters, a record being kept

of the number of each check. As fast as the checks are used and are taken up by other agents, they are sent to headquarters and from there returned to Doe to be used again. This process is forever repeating itself. Under this plan it is only necessary for officials at headquarters to know the number of the check attached to a piece of baggage to enable them to tell from the records and returns the name of the agent or baggageman who checked it; also the station, date and train. This information facilitates their efforts in tracing lost baggage and in locating damages sustained by property.

After having systematized local traffic in the manner described, it remained to provide for baggage destined to points on the lines of other companies. Pasteboard cards, found so convenient with the local check, it was discovered would not work here. The difficulty was that the card did not afford proper facility for designating the route the baggage was to traverse. To meet this requirement the reversible, or interline, check was devised. It was simple and comprehensive. To illustrate its features, we will suppose that the agent at Boston desires to check a package over certain lines to San Francisco. For this purpose he uses a check, one side of which reads Boston to San Francisco; following this the number is given and the initials of the lines over which it is to pass. On the reverse side of the check it reads San Francisco to Boston, the number and initials being repeated. This check, it will be seen, is

good either way between Boston and San Francisco, and can be used only between these points. It accurately describes the route it is to follow, and upon its arrival at its destination tells the receiving agent whence it came. It is retained by the agent until occasion for its use arises. Nothing could be more simple.* The reversible check can also be used with equal facility between local points. Its use saves the time that would otherwise be required in attaching the pasteboard card referred to. This is a matter of importance when business is heavy. The reversible check has consequently been generally introduced at such points to cover local traffic.

Like all reforms in connection with the railway service which possess any practical value, the system of waybilling (checking) baggage was voluntarily inaugurated and perfected by the railway companies. The practice, however, is no longer discretionary. Custom and the laws make it compulsory in America.†

* See Form No. 29, appendix.

† "A check shall be fixed to every parcel of baggage when taken for transportation, by the agent or servant of such corporation, if there is a handle, loop or fixture so that the same can be attached upon the parcel of baggage so offered for transportation, and a duplicate thereof given to the passenger, or person delivering the same on his behalf."—*Laws of Michigan, 1873, No. 198, page 496, section 11, article 11.* "Every railroad corporation, when requested, shall give checks or receipts to passengers for their ordinary baggage when delivered for transportation on any passenger train, and shall deliver such baggage to any passenger upon the surrender of such checks or receipts. . . . Provided, that no passenger shall be entitled to receive checks or receipts for any baggage unless he shall have paid or ten-

The methods pursued in other countries in handling baggage may be briefly stated as follows:

In the United Kingdom the railway companies paste a printed label upon the baggage received for transportation. This label bears the name of the station to which the luggage is destined. No receipt or evidence of delivery is given to the passenger; upon arrival at his destination, he points out his property and it is delivered to him. A prominent railway official of England writes, referring to their manner of handling baggage: "There are objections to this method, but the instances of fraud practiced upon us are very rare indeed." Doubtless this is true, but the opportunity appears really to have no limit. Another consideration suggests itself. In the event baggage is lost, it would seem as if the passenger must experience considerable difficulty in proving to the satisfaction of the company that he ever delivered any baggage. The possession of a check or written receipt, on the other hand, renders the proof very easy.

The practice of billing baggage through over connecting lines in England is only partially observed, and in consequence passengers traveling over two or more roads are frequently compelled to attend personally to the transfer of their property at the various junctions.

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dered the lawful rate of fare for his transportation to the proper agent for such corporation."—*Hurd's Illinois Statutes, 1877, chapter 114, section 78, page 774.* Other states have laws of the same general tenor as the above.

The method of billing baggage observed on the continent I have described generally in another place.

In Austria a receipt is given the passenger upon delivery of the baggage. A slip with number corresponding to the receipt and indicating the place of destination is pasted upon the property. The presentation of the receipt at the place of destination is accepted as evidence of ownership and authority for delivery of the luggage. This system is followed substantially by all the railways of Europe.

Passengers are generally required to exhibit their passage tickets before their baggage will be received, and the slow, methodical manner in which the business of weighing and billing is conducted greatly exasperates travelers. A distinguished American citizen, long resident in Rome, writes as follows in reference to this subject: "The passenger must produce his ticket before his baggage can be weighed and receipted, which occasions much annoyance, as he cannot take his seat in the carriage without showing his ticket, and is often obliged to wait for the weighing of his baggage until the last moment before the starting of the train, when it is difficult to find a good seat. . . . If the American railways adopt the practice of charging freight on baggage, which would be a just measure, the office for sale of tickets and receipting for baggage ought to be opened either during the day, or for an hour or more before the departure of

each train, in order to avoid subjecting travelers to the annoyance of buying tickets and attending to their baggage in the hurry of a few minutes allowed for these operations in Italy."

The plan of giving printed receipts for baggage, as practiced in Europe, instead of checks, is an admirable one in many respects for the railway company. In general, the receipt specifies the weight of the baggage, and in the event the latter is lost this information is of value. The great objection to the system, as already stated, is the time it requires. The time may not seem great, perhaps, to those accustomed to it, yet, compared with the American system, is very tedious indeed. It is possible, however, that in the matter of expedition the American management may have overshot the mark. The people have been educated to believe that only a moment is required in which to check baggage, and in consequence only a moment is allowed, no matter how exceptional the circumstances of the case. The result is that time is frequently denied the carrier in which to perform necessary details, and thus safety of property is risked and the rights of the carrier overlooked. If a happy mean could be struck between the practices of the American and European companies, it would result to the advantage of all. Of this, however, there is no probability.

The carriers in Europe bill through between points on each other's lines very much as in America. Such property is, however, subject to

examination by customs officers at the frontier of each country through which it passes, just as baggage passing between the United States and Canada is subject to inspection at the frontier.

CHAPTER XV.

THE STATION BAGGAGEMAN: HIS CHARACTERISTICS; EFFECT OF GRATUITIES, OR "TIPS."

To those base and mechanical souls who are compelled to put grappling irons on their recollections, the prodigious memory of the baggageman borders on the marvelous. To him the *minutiæ* of business are instinctive; numbers have to him the significance of names, and the packages he handles are recognizable objects as much as are faces to others. Each article has its own individuality and he makes it the subject of mental tabulation as real as that which we pass upon a new acquaintance, so that days afterward he is able to describe it, as we would a man by the color of his wig, the expression of his eyes or the shape of his nose.

While other men arrange and classify the details of business from hour to hour, the baggageman, confident of the accuracy of his memory, delights in momentary confusion. This peculiarity is to be regretted, because of its bad effect upon travelers. To the apprehensive among these, the unconcern of the baggageman presages errors; to others, inefficiency. Even the best informed do not observe his chilling unconcern

without apprehension. What traveler ever turned away from the luggage room of a crowded railway station save with misgivings? Who has not felt a tremor of apprehension as he saw his baggage melt away into the indiscriminate mass of trunks, band boxes, gripsacks, gunbags, umbrellas, burial cases, canaries and bundles that fill the station? Who has not felt at such a time that the reappearance of his property was at best problematical? This feeling is not experienced at small stations where business is light, but in great cities. There the work that must be compassed in the few seconds that precede the departure of a train excites and bewilders the traveler. But it is at such a time that we discover the baggageman to be superior to disorder; to be the genius of confusion. That each atom of baggage will be discovered, caught up and forwarded seems improbable, and it is only fear of rebuff that deters the traveler from voicing his fears. But when at the end of his journey he sees his property safe, he is reassured and as forgetful of former troubles as he is devoid of gratitude to the carrier.

The baggageman does not lack individuality. Observation of him is always attended with interest. In the lull that intervenes between the departure and arrival of trains his movements are slow and precise, and afford no indication of hidden talents. He possesses in a marked degree the phlegmatic temperament of those who meet many people upon equal or superior terms. No individual presence, however exalted, excites

in him more than a passing interest; long and familiar intercourse with the world has dulled the edge of enthusiasm.

The temperament of the station baggageman ebbs and flows with the fluctuations of business; now falling away into sleepy unconcern or desultory chat with the idlers that infest the depot, it rises with occasion to the greatest energy of action. The departure of a train affects him as the rising storm does the barometer; slowly at first, like a column of smoke rising from a fire just lighted, then faster and faster with each added fagot. As the time draws near his activity multiplies itself, like the velocity of a falling body. He becomes the incarnation of activity, ubiquity itself; nothing escapes his observation. Too much occupied to speak, he is yet able to listen. Every faculty permeates his work; comprehending every situation, his eye notes every detail. While receiving and checking property, he is also winnowing the packages that go from those that remain behind. The stray pieces lying here and there, having seemingly no connection with current matters, he skillfully gathers up and hurries into the waiting van. Nothing escapes him.

To the *attachés* of the baggage department every incident of their daily life is full of interest. While the evolutions of business traverse anew, like the hands of a clock, the same general round, some new event ever gives emphasis and color to the situation.

The railway baggageman is an encyclopedia of facts; his mind is a panorama of baggage; his pocket a reservoir of checks. To him the oblong, hexagonal and oval strips of brass, that hang in clusters about his room like ripened fruit, pulsate with life and purpose; to him the half completed chalk marks, which others pass unnoticed, are pregnant with deepest meaning, an open book, a picture of some far-off place. They are the language of his business, the idiosyncracies of his trade, an intimation or a command.

The English system of handling luggage is dear to the heart of attendant employes. The absence of certain checks and safeguards found elsewhere adds to their leisure and facilitates the easy and comfortable discharge of their duties. Moreover, its indefiniteness begets "tips." No reasonable objection can be offered to this practice. It facilitates business, accelerates the movements of attendants, enlightens their understanding, intensifies their observation, creates personal concern, warms the heart of the sturdy islander. A tip, judiciously placed, upon an English railway secures every convenience of the line. It provides a separate compartment and at its invocation the gates that bar the entrance to the train creak joyously on their hinges. The tip is an old English custom and its preservation a matter of immense importance to those who participate in its benefits.

The method of handling baggage in America and upon the continent of Europe is so free from

ambiguity, and places the responsibility for the care of property so fully upon the railway company, that there is little or no necessity for tipping under its workings.

Americans pride themselves upon their business methods, their practical sense in everything that belongs to trade. To them tipping is foolish upon the part of the tipper and a piece of downright robbery upon the part of the tippee. To them privileges should be arranged for at the office. Thus, they lose the ameliorating influence the tip is known to have upon the temper and perspicacity of those it benefits. Only those who have traveled much recognize its equity. To provincials the practice is fraught with harm; they hold it as something incompatible with free institutions; to be subversive of their independence and if encouraged will finally tear down the rugged temple of liberty in which they dwell. These patriotic and moral sentiments find no response in the breasts of those who look after baggage, and are utterly disregarded by the crafty traveler, who recognizes in the practice an opportunity to grasp a coveted privilege or evade a greater exaction. And one of the latter is the rule of carriers enforcing payment for excess baggage. The tip suggests itself to the initiated as a simple and efficacious way of escaping this burden. It should not, however, be understood that attempts of this kind are confined wholly to old travelers. On the contrary, in this particular field all classes meet upon common ground; even those who

stand guard about the sacred temple of liberty, those who cry out against the iniquity of tips.

The mollifying effect of tips is worthy of study. It makes the path smooth and fills the plate with the good things of life. A *douceur* warms the cockles of the baggageman's heart and, if circumstances permit, removes every restriction. The traveler observes that the polite acts of attention that blossom along his pathway are wholly attributable to this remembrance. Wise man, he knows the mercenary spirit of his brother; that the love of tips is universal; that deep down in the heart of the attendants of carriers, and especially in that of baggagemen, there lurks an indescribable love of tips that wells up with a longing that cannot be appeased. In the gratification of this appetite he finds his opportunity.

The American at home is remarked for his acuteness and the closeness of his bargains. In his travels to and fro in the land he expects to meet the full measure of his responsibility in one payment at the office. He makes no provision for contingencies; he allows nothing for tips. Herein he errs, for in the small amounts thus expended lies the difference between life without animation and life at its best.

The railroad baggageman is a philosopher at thirty dollars a month; a stoic amid the splendors of traveling princes and millionaires. He lives for himself. He is not less kindly than his fellows. But he has ceased to be moved, like them,

by trifles. He has, in fact, lost his spontaneity. The anxieties of the multitude that jostle day by day around his crowded quarters and overwhelm him with their ignorance and perversity do not stir him. His patient interest, tried again and again, has been destroyed root and branch. The belated traveler and the bewildered passenger excite the commiseration of others, but fail utterly to interest the baggageman. The anxieties of mankind no longer cause his heart to beat or his eye to brighten. He is automatic, amiable without being interested, deferential without being conscious, a man who listens without feeling and smiles without meaning. This spirit of tolerance simply, of palpable unconcern, exasperates the unschooled traveler. He cannot understand it. He not only craves information of the baggageman, but sympathy. This the latter cannot give; the well is dry; the organs wherein concern for men is generated are worn out. The astute traveler understands this; he has observed the semi-unconscious state of the baggageman, and has, moreover, discovered how far it is real, how far assumed. He knows how to reawaken his interest, how to cause his eye again to glisten. He does not waste time in appeals, but quickly and surely his hand seeks his pocket, not surreptitiously, nor yet ostentatiously, but frankly and naturally, as if the transaction were one that did not call for remark nor were yet entirely unworthy of notice. The gleam of a coin follows for a moment and is lost in the complaisant palm of

the semi-unconscious attendant; this is to the latter nature's physic, life's gentle panacea. With its application the isolation, the indifference, the far-off misanthropical manner fade away, and instantly the eye beams and the heart throbs responsive to the interests of his fellow.

Such is the efficacy, the physical and moral effect of tips.

CHAPTER XVI.

THE BAGGAGE CAR AND ITS ASSOCIATIONS; THOUGHTS CONCERNING TRUNKS AND THEIR OWNERS.

The baggage car is not only a receptacle for baggage, but the refuge of many overworked and sorely tried railway officials who travel back and forth on the line. In it they find seclusion from annoying questions. Here they can rest. I never find myself in a baggage car without becoming interested in its affairs. I am, equally with the baggageman, concerned in the adaptability of the car to its uses, and in its conveniences and comforts. Its capacity, ventilation, light, height, facility and condition are not matters to be passed over without comment. If it is capacious and well lighted I am elated; if contracted and somber I shrink correspondingly. I am never able, however, to enter with heart and soul into the schemes of my friend, the baggageman, for keeping his car freshly painted and varnished; I hate fresh paint and varnish. In all else we agree; even in our superstitions I sympathize in the respect he pays the horseshoes that hang singly and in clusters on the walls of his car; their efficacy in case of fire, collision or derailment, is not a matter that admits of skepticism or difference of opinion. I am also, with him, concerned in the adequacy of the furniture of the car. The green

and battered water cans, that stand huddled and perspiring in the corner, interest and concern me as much as they do him. I have counted many times, as I have no doubt he has, the pigeon holes nailed conveniently by the door for use in distributing letters and papers. I know exactly how many checks there are in the bunch hanging in the corner covered with dust and black with time and want of use; twenty-four, always the same, never more nor less. I know, moreover, that the stove, so cheerful in winter, so morose and sullen in summer, has never been blackened since it was put up. The baggageman cannot endure stove polish any more than I can varnish. And, not to be forgotten, there, swinging over the door, is the fire bucket, while here and there, conveniently placed, are the wrecking tools, time-worn and grim, presaging disaster.*

The baggage car is the rendezvous of the newsboy. In a secluded corner his chest stands dark and mysterious. Filled with stores, its hidden treasures are suggestive of robbers, of waiting outlaws, of trains derailed, of murders foul. Capacious and strong, it is like the weatherbeaten chest of some old salt, who has made many voyages, and has learned the value of stout oaken plank, of paint and iron and heavy locks.

Occupancy of the baggage car begets garrulity

* One tool box, one switch rope, two frogs, one jack, one jack lever, one sledge, one axe, one steel bar, two brasses, one pail of dope, two air hose, one chain, one extra bell cord, one saw, one cold chisel, four hand grenades; in winter: two scoop shovels, one or two barrels of coal, and one track shovel.

and inclines one to benevolent reflections. I have grown interested in its most trifling details; even the "Rules and Regulations" that hang crisp and cheery on the wall. They are very definite about everything and everybody; full of suggestions and wise saws, and pregnant with technical phrases and mysterious allusions and innuendoes and cabalistic signs known only to the fraternity. They are also very harsh and arbitrary, and I shudder as I read lest any baggageman shall be so unfortunate as to transgress one of their requirements. They teach me that between the baggageman and his superior there is an unappeasable conflict, a mighty gulf. In this struggle my sympathies incline to the baggageman, and I watch him as he passes to and fro before the threatening rules to see if some upheaval does not rack his frame; but no, like a patient long habituated to the use of a deadly poison, he is not disturbed by their presence.

A cozy chair in the baggage car! In it there is freedom, *abandon;* here one observes many things, while free to cogitate, to smoke, to dream; here the casual acquaintance and the bore cannot come; we see them in the distance; we hear them rattle at the door; they call, but we heed them not; the rules are inexorable. We idly watch the baggageman busy with his affairs. Through the wide open door we see the waving fields, the lowing herds, the quiet towns, the belated passengers hurrying to the depot. Nothing escapes us.

Admittance to the baggage car is sought by many widely different people—by officials who desire to seclude themselves; by patrons who wish to be on good terms with officials; by rollicking young blades who look upon admittance to it as a snob does upon a box at the opera; by meditative men, who find in it a congenial atmosphere and a quiet corner; by men of affairs, and finally by indolent and modest people—all these knock at its friendly doors. Trainmen also seek it. To them it is comfortable and home-like; free from restraint. Let us tilt our chairs back against a friendly post and watch the trunks as they come tumbling into the car end over end. Many of them we have seen before, and we take them into our confidence as old friends. Most of them have a grim and battered look, like veterans of many a bitter encounter. Some of them, on the other hand, are just starting out in life, prim and glossy with varnish and bright with new buckles and polished plates. These, the voyagers of a day, present themselves to the baggageman with the confidence of inexperience. To them life is a holiday, an eternal excursion, and the baggageman a guide, philosopher and friend. We contemplate the future of these confident voyagers.

But it is among the old and battered trunks, creaky with time and wheezy with hard usage, that we recognize our friends. Life's storms have swept over them, leaving them worn and shattered. The sharp corners and stiffness that were the occasion of so much discomfort to them

when they first presented themselves before the baggageman, years ago, have vanished. Instead of the pert, inquisitive air that then characterized them, they come into the car with a wheezy creak, as if deprecating unnecessary rudeness. But the baggageman has other things to think of as he deftly catches them up and drags them swiftly away. To him they are only aggregations of worn-out leather and half broken straps; merchandise, not to be handled too roughly lest the purse of the company suffer, but not entitled to any regard aside from this. He does not see, as we do, that these old voyagers are instinct with a thousand ties, and that as they settle themselves down in the place assigned them they fall at once to enquiring about each other's aches and pains with the most tender solicitude; and as time passes, and they fix themselves more contentedly, anyone with half an ear can hear them recounting their histories to each other, dilating upon the secrets of their lives, reawakening the past, calling up memories of joy and sadness, of gladsome wedding feasts, of mourners borne down with sorrow, bridal veils and funeral wreaths.

I catch myself speculating about the owners of these trunks. Who are they? What do they do? Where do they live? What are their habits? Are they happily well off, or poor and envious? Are they interested in the prosperity of their friends, or morose and silent? Many of the owners I know, and between them and their property trace facial resemblances. The trunk

is the reflection of the man; the key to his character. That trunk, for instance, in the corner, so carefully covered and strapped and addressed, belongs to a precise person, who does everything at the proper time and place! Its owner never has any notes go to protest, never asks any indulgences. I would not hesitate to lend him a hundred dollars if he asked it—but he would not ask it. The owner is probably a woman, maybe a man. Whoever he may be, his daily life is without a blemish. He has no little weakness that he cannot overcome; no moments when it is hard to be good; no lingering reluctance to leave a good dinner; a pleasant party; no thought of counting a hundred, and then two hundred, perhaps a thousand, before turning out in the morning. No! With him life is real, and all who cannot or will not keep up with the colors, he would have taken out and shot. It is people such as he that keep the world in motion, feed its poor, build and support its hospitals, endow its universities. The improvident, the good natured, and the clever would be glad to do all that he does and more, but their sins and appetites leave them nothing to divide with others.

Each trunk possesses its own individuality. See that little old trunk over there? What a sly look of discretion and responsibility it has. It belongs to a lad who is going to a far-off place to commence the struggle of life. He got on at a station a few miles back. There was no moth-

to bid him good-bye, to watch the car that bore him away, no father—only a few boys loitering idly about the depot. He is going to live with an uncle, a kind but irascible old man; the boy will not stay with him long, but will drift out alone. He will not go to the bad; no proud man ever did. He will succeed, because there is disgrace in failure. If he had a kind-hearted old mother to coddle him it would be a long time before he succeeded, but as it is he will succeed at once.

That trunk with a shrunken top like a grave fallen in! That is an old friend. Its owner started out years ago, vigorous and full of lofty aspirations. He is on the train to-day coming home to die. He has broken down in the race. The associates he has left in the great world will talk about him for awhile—will tell each other of his good qualities, his many acts of kindness, the bright prospect that lay before him—and then there will fall upon him and his memory the silence of the great eternity.

That brand new, wide awake, roomy trunk belongs to a thrifty merchant in a bustling little town further up the line. It is full of chintzes and calicoes and delaines. By and by these goods will make their appearance on his counter, and when he is asked to put a price upon them he will deplore the excessive rates of carriers which make goods so dear. The trunk itself he will sell. Merchandise, he has it checked free, as personal baggage; but that was only intended as a

bit of pleasantry, for he is reputed to be a very upright man, who inveighs much against the dishonesty of railroad corporations and their discriminations in favor of trade centers and heavy shippers. He esteems them but lightly, and loves to talk about them as grinding monopolies.

That long trunk, tied with rope! That belongs to a farmer. There are many attractive things about farm life—in fair weather. I never tire of reading about its independence, the farmer's vigor, his thrift, his sturdy honesty, his manifold virtues. The business has its vicissitudes, however—its lights and shades. I used to work on a farm when a boy, and my teeth chatter and my feet grow cold now at the recollection. It was my lot to get up at four o'clock and build the fire. The stove was old and worn, and, oh, the patience and labor of the undertaking! Afterward, if it happened to be winter, I broke the ice in the bucket and filled the teakettle and put the potatoes on to boil. Then I went out into the icy air to milk the cows and look after the cattle, my way lighted by a lantern that might have been old when Abraham fed his flocks on the grassy slopes of Lebanon. My life was passed in the open fields. I remember that my hands were cracked and cold and numb, and that I used to blow them much to keep them warm. Vain effort! At night I ate my supper and went to bed and was happy, for I dreamed that I was a cripple and sat in the corner of the house all day by a huge stove that was always redhot.

CHAPTER XVII.

THE TRAIN BAGGAGEMAN: HIS CHARACTERISTICS; A DISTRIBUTER OF RAILWAY MAIL.

The train baggageman looks down on the world obliquely from his car. The altitude is not great, but in addressing him mankind must speak with upturned faces. Their position is that of suppliants. What they have to say partakes of supplication rather than demand. The feeling that this is so is shared by all parties.

The isolation of the baggageman tends to make him arbitrary. It also begets in him a meditative spirit. The associations of his business give his reflections direction. To him the prosperity of the world is evinced in its trunks; its want of prosperity in the absence of them. Between the extremes there are intermediate stages; these he arranges and classifies according to circumstances. To him man is an abstraction; a reflection, whose qualities are centered in his personal effects; a stoutly built, well protected trunk represents the acme of moral stability, just as a low nature is epitomized by baggage of a poor character.

To understand the train baggageman we must know him in his car. Away from this he presents

no salient features. Here he possesses independence and individuality; the consciousness that comes with power and the possession of definite knowledge. Here he reigns. The occupants of the car are his subjects; its implements the furniture of his court. Treated with deference by all, the multitude secretly fear him. Kindly, he is much maligned; numbering his admirers by hundreds, he counts his enemies by millions.

The duties of the train baggageman are multifarious and important, sometimes arduous. He must be reliable; he must also possess the clerical facilities necessary to enable him to compile correct returns and records of his business. Every parcel must be recorded. He must also be systematic. Packages must be arranged so as to economize space, and in the order of delivery.

The preservation of property intrusted to his care occupies his thoughts. His experience teaches him to place the light and unstable articles at the top, the heavy pieces at the bottom. This plan, moreover, saves labor and husbands his strength.

There is a great deal of baggage transported. The care of property and the delivery of each article at its destination requires accuracy and attentiveness. These qualities the attendant possesses.

Baggagemen are also semi-mail agents. They handle the local correspondence of the company. All reports, statements and accounts that reach

headquarters also pass through their hands. Impressed with the responsibilities of their office, they handle each letter as if it contained money.

The train baggageman is promoted to his place. Upon many lines the acceptance of the position excludes the occupant from hope of promotion to the office of conductor. This is wrong. There are many men who are especially qualified for the higher place. The great bulk of those who fill the office possess particular aptitude for the work. To such it is the occupation of a life. There are baggagemen who have been in the service for half a century. On the other hand, men have found in the office opportunity for study, and from it have graduated into the highest occupations of life.

The path of the baggageman is strewn with danger — collisions, derailments, conflagrations, robbers, encounters with obstreperous passengers, concealed explosives, fiery acids, infernal machines, property infected with loathsome diseases, each and all in turn menace him.

Many witty things are told of the baggageman. His enemies complain that he lacks politeness; also that he is reckless. His destructive habits, while purely imaginary, have become proverbial. He has few defenders, while his traducers constitute a host. Everywhere they cry out against him; point to his pathway strewn with property needlessly destroyed—wantonly wrecked. They believe that a heavy or decrepit piece of baggage

excites him to madness; that at such times his strength is multiplied indefinitely, while his eyes blaze with maniacal fire. Such statements are gross exaggerations—purely mythical—and ought not to be regarded.

The railway world recognizes the baggageman as amenable to the same influences which govern other men. His natural impulses are good; his disposition amiable. In his intercourse with his associates he is friendly, even kindly. He is, moreover, well disposed toward the world at large. He, however, resents (except in the presence of his superiors) every effort to fill his car with excessively bulky articles, or articles that do not come under the head of baggage. The disposition of the public to circumvent him in this last respect is universal. Especially is this so with suburban residents. Against it the baggageman arrays himself. The issue is thus made up.

The public desire the good-will of the baggageman, but while endeavoring to placate they seek surreptitiously to overcome him. Vain effort! Still, he is not unreasonable. He stands ready to compromise with the robbers. He does not, for instance, object to small and compactly arranged parcels of a miscellaneous character being franked as baggage! He acquits the owners of such articles of any sinister intent. So true is this that he is oftentimes on friendly terms with them. But he resents as an outrage all attempts to fill his car with articles which should go by express

or freight—cooking stoves, baby carriages, clothes horses, gigantic trunks, barrels of flour, chicken coops, onions, window sashes, step ladders, dried mackerel, flower stands, are not, nor ever were, repulsive to him; he recognizes them as useful articles; many of them are used in his own home; but when, amidst the press of business, the roar of engines, the ringing of bells, the crying of numbers, and the hurry of loading, such articles meet his gaze, he freely confesses that the impropriety of their presence in a baggage car excites in him a species of madness. For his acts at such times he cannot, and ought not, to be held responsible.

The feeling of the baggageman in reference to the class of property just described, it is apparent, is due to a belief that his company does not receive its just dues for carriage. Let him be assured that order and fair dealing characterize the business, and he will be moderate, faithful and painstaking. Who that has watched the tender care, the artlessness, the unceasing solicitude he displays for a dog that he has been privately "tipped" for looking after, can doubt this? At such times we discover him at his best, and are made to feel that a proper understanding is all that is required to make him equally particular with all kinds of property.

CHAPTER XVIII.

PECULIARITIES OF PASSENGERS: THEIR CHARACTER INDICATED BY THEIR BAGGAGE.

The quantity of baggage that a train carries depends upon the number, character and wealth of its passengers and the distance they are traveling. A suburban train has little or no luggage. It is like an omnibus. The people who patronize it are absent from their homes but a few hours and have, consequently, little use for baggage. They carry, however, innumerable parcels; but these parcels are not baggage. They consist of fruit, provisions, wearing apparel, household utensils and other articles used about a house. Their owners seek, and generally with success, to have them passed without extra charge.

The habits of the suburban traveler are peculiar and his necessities many. The railway is to him a furniture wagon and a butcher's and grocer's cart. It is, moreover, the receptacle of his linen and other odds and ends of domestic life. Upon a particular day the passengers upon a Chicago line were observed to carry nine hundred baskets of peaches into the cars within the space of three hours. The fruit was placed under the seats and in other convenient places. There was nothing concealed; nothing surreptitious

about the transaction. Afterward, when the company attempted to break up the practice of carrying packages into the coaches in consequence of the injury to its express business and damage to the upholstery of the cars, the effort was met with bitter resistance. The practice had become a habit, at once convenient and profitable to the traveler. The suburban passenger believes he is entitled to a given quantity of baggage; that as he has no baggage he should be permitted to carry packages instead. The argument is without force, for the reason that the fare he pays is very low and based on the carriage of persons only. Nevertheless, railways seldom seek to interfere with the carriage of packages by their patrons so long as they restrict themselves to such as may be carried in their hands without damage to the property of the company.

The baggage of trains varies. One or two packages usually make up the full complement of luggage on a suburban train; the labor of the baggageman is consequently light, and if no other duties were attached to the office the place would be one of ease; usually, however, it includes the care of the express and mails, and in many cases still other duties. The bulk of the baggage carried is on through trains. The amount varies at different seasons and upon different trains.

Leaving out suburban traffic, the luggage that a train carries denotes the character of its passengers. Nothing indicates more unmistakably the

circumstances of wealth and refinement, or the reverse, than the nature of a traveler's baggage. A man's trunk indicates his character; its contents, his individuality; it is apparent in every article. The vicissitudes of fortune sometimes disturb this harmony. The unkempt and slovenly man is reflected in his luggage; it is loose, incoherent and untidy; the baggage of the mean and penurious man is mean and penurious; that of the prudent and thrifty man is not like the baggage of others; neat and enduring, it stands among its fellows at once a reflection and protest against extravagance and waste. The trunk of the fop exhales his favorite perfume, and as we watch it, it seems to cry out against rough handling and vulgar associations. The baggage of the poor, superficial and showy person is in harmony with his attenuated ideas. The Saratoga trunk is the embodiment of a phase of social life that makes greater demands upon the eyes than the understanding. And so we might go on pointing out the distinctions which mark the peculiarities of mankind as exemplified in their baggage.

The quality of the baggage carried on local trains indicates the character of the country; passengers taken up here and there, on accommodation trains at obscure side tracks and dilapidated stations, have but little luggage. Such as they have is made up of bundles wrapped in worn and tattered coverings bound with thongs; old and battered trunks, held together with

pieces of rope; ungainly boxes, rudely fastened; handbags, lying lean and dejected on the floor of the car like half-starved curs. The articles are pregnant with the story of their owners. These owners are people with worn and faded garments; women with coarse frocks; men with bony hands, stiffened with hard work; all with careworn faces. When they reach their destinations they gather up their effects and hurry away, assisting each other with voice and hand, as those used to the hardships of life must.

These people, with scant wardrobe and the moldering odor that attaches to garments housed in illy ventilated closets, or worn continuously without change, have little in common with the sleek, well preserved class we find occupying the cars and filling the platforms and baggage rooms in more fortunate districts. And yet both classes spring from the same root; but the last is the outgrowth of a prosperous society; a people who earn more than they consume. This class, well fed and clothed, with a tinge of the pharisee about it, fills the through trains that pass like meteors between our cities, manufacturing centers and pleasure resorts. It is this class that patronizes our palace sleeping cars and drawing room coaches. Its members have fathomed the secret of getting on, and to them the luxuries of the poor are commonplace necessaries. They have about them the self assertion and contented look of successful people, and the luggage they carry emphasizes it.

To the poor the quantity of baggage which railroads carry without extra charge seems more than abundant; but the personal effects of the wealthy often exceed the prescribed limit, and seldom, if ever, fall far below it; it is for the latter that additional luggage vans and ample station facilities are necessary. The scant raiment of the poor they know nothing about, or, at best, it is merely a recollection; everything they possess is well preserved. Their trunks have the appearance of sleek, well fed servants; the oily, apoplectic look of gourmands; they gleam with costly varnishes, or are carefully wrapped in canvas, like thoroughbred horses. Their handbags do not have the gaunt, appealing look of those belonging to the poor. They are fat and chubby, like half grown schoolboys with well filled stomachs. Too full to sit upright, they lie helplessly on their sides, winking and chuckling among themselves at the jolly times they have had and the many good things they know about each other. The very umbrellas and walking sticks of the rich stand in dignified exclusiveness in the baggage car, and carry about with them a look of cultivation and cold disdain.

But these reflections are mere dreams. They find no echo in the practical brain of the baggageman. Luxurious baggage affords him no pleasure; there is to him nothing romantic or speculative about it. The owners of such property are, in his opinion, abnormal outgrowths, a fungus on the body politic; people born to harass

the overworked and underpaid baggageman. To him a trunk is simply so much weight and bulk. To us a saratoga trunk, overflowing with dainty goods, represents a phase of fashionable life; to the baggageman it merely suggests his discomforts, torn garments, overstrained muscles, rheumatism, the seeds of lumbago, weakened kidneys, torn and bruised fingers, a thousand bodily ailments.

CHAPTER XIX.

THE ANXIETY OF PASSENGERS CONCERNING THEIR BAGGAGE: OBJECTIONS TO RECHECKING EN ROUTE.

It is the unexpected that always happens in life. The experience of travelers confirms the saying: the unlooked-for pieces of good fortune and the unexpected mishaps that overtake them prove the adage to be universal in its application. It is true of our baggage. If, upon the termination of a journey, the traveler is told that his luggage is not at hand, he is filled with dismay and anger at the culpable negligence that permits such an occurrence. Nor is he ever afterward able to make a journey without expecting at its termination to learn that his baggage has failed to arrive. But as such a disaster is never likely to occur again, it transpires that the end of every journey finds him surprised to discover that his baggage has not been left behind.

All of us feel a glow of satisfaction coupled with a certain sense of surprise when our baggage is delivered to us unharmed. Although not complimentary to the carrier, it is natural. It is a reflex action of the feelings we have when we deliver our cherished idols into the hands of strangers. But if we are surprised when our baggage is unharmed, we are still more surprised

upon discovering that it has been damaged. While we are all conscious that our trunks must go to pieces sooner or later, when the event actually occurs it finds us unprepared.

Of all the vexations of travel those touching our baggage affect us in the tenderest spot. Here, as elsewhere, it is the small things that disturb us most. The veteran traveler learns to look upon the wrecks that strew his route with cold equanimity; accidents to fellow travelers scarcely stir him. Such things find compensation in the equities of insurance. Nor do the mishaps of the carrier disturb him. He views with serenity the locomotives that lie upturned, the cars wrecked along his route. The expense and annoyance to the carrier are nothing to him. He sees high embankments undermined and ruined, the whirling waters hurrying them away; great bridges falling into the rising flood; such things excite in him only a passing emotion. But should anything happen to his baggage, should it be lost, damaged or delayed, his equanimity is gone; the weakest are stronger than he.

Another surprise frequently experienced by the traveler is the difficulty he finds in getting possession of his baggage or rechecking it en route. Superficially there would seem to be no good reason for this except the indifference of the carrier or the indolence of his servants. There is, however. The rate charged to a distant place is very often less than to an intermediate point, and where this is the case, the delivery or

rechecking of property en route would occasion the carrier loss; to deliver or recheck property under such circumstances necessitates recasting the charge for perhaps both the ticket and the baggage. However, the facilities of the carrier should be such as to enable him to accommodate his patron in this respect, when desired, without loss.

The obstacles to be overcome that rechecking or delivery en route present are also *bona fide* objections to the practice. However, it is a question of facilities merely, and, if the methods of the carrier are such as they should be, they will permit of his accommodating his customer.

Another objection is the difficulty of getting at the baggage en route, and the confusion, delay and extra labor it occasions. These objections, however serious, are as naught compared with the convenience of the traveler, and may be overcome, although, undoubtedly, the passenger should here, as in other similar cases, pay for any expense that is incurred on his account.

Another obstacle to the delivery of baggage en route is that it facilitates fraud. Possession of a check, no matter how acquired, would give possession of the property without fear of immediate detection. This objection may, however, also be surmounted.

Such are some of the reasons why railway companies are loth to deliver baggage except at the place to which originally checked; others might be given, if necessary.

CHAPTER XX.

THE TRAINBOY: HIS DUTIES AND PECULIARITIES.

The trainboy represents the spirit of trade, its activity, thrift, assurance, adaptability, skill. He lives amid the baggage of his patrons. Here his instincts are nurtured, his appetite for gain sharpened. A book on baggage would be incomplete without him. He is the *fidus Achates* of the train baggageman, his assistant, confidant and friend.

He is sometimes called "The Butcher." This title, given him in derision, indicates his sanguinary character. Without being quarrelsome, he loves strife. Excitement and danger appeal to his imagination. There is a directness and simplicity about a fight that inexpressibly charms him. He is the embodiment of courage. This trait ennobles him.

The trainboy's experiences teach him to be wary. He is habitually distrustful. He leaves nothing to chance. His confidence and his storehouse are alike carefully locked.

He receives for his work, which is arduous, a percentage of his sales. His commission varies according to the class of goods. The privilege of peddling upon the trains and about the stations of railroads is eagerly sought. It is usually

farmed out to contractors. Depots are established by them, from which the trainboys draw their supplies.

The wants of trains are different. Those used for suburban traffic are exceedingly simple, the daily papers, a meager assortment of cigars, in some instances fruit. With the express train it is different, and the newsboy that looks after its wants occupies the same relation to the suburbanite that the wholesale merchant does to the retail trader. He carries a large stock, carefully replenished each day. It is made up of candies, fruits, cigars, newspapers, novels and sundries.

The gains of the trainboy are considerable. He sometimes suffers losses. Losses sadden him. He experiences from day to day in an acute sense all the anxieties and perplexities of a great merchant. He aspires to become a brakeman, perhaps a conductor, maybe—who knows?* He greatly respects power and position. When he has occasion to speak of an official it is not flippantly. He articulates his name in full, not forgetting initials and titles. He does this slowly and mechanically, as if talking in his sleep, or reading from a poster. In other cases he calls people indifferently by their surnames, and speaks habitually of the property as "our" road.

Sometimes, but rarely, the trainboy contracts

* Sometimes the news agent is no longer a boy. He is a man seeking his living with the sobriety and industry that characterize men in other callings in life. With these this sketch has nothing to do; we are speaking of the train *boy*.

directly with the railway company. However desirable such a system, it is not always practicable. In many cases he cannot furnish the needed bond. Moreover, he needs the advice of more experienced traffickers. The golden habits of business that come only with age and experience he possesses in embryo. Hence as a rule railway companies farm out the business, supplying the stores or turning the traffic over wholly to contractors.

The trainboy is a valuable auxiliary, a veritable battering ram, in expelling from the cars drunken and lawless passengers. He delights in incidents of this kind. They are the very salt of his life. Proud, he loves to be called a "News Agent." He is not peculiar in this. A title animates every railway man, and absorbs many. If it is indefinite, good; if sonorous, better still. If he be so fortunate as to have a cluster of titles, they adorn him like gorgeous raiment—jewels rare. Youthful aspirants without title or position speak sententiously of themselves as Mr. So-and-so of the Great Northeastern. Thus they are elevated and rescued from obscurity.

When not actively employed, the trainboy indulges himself in aimless chat with the baggageman. With an eye for the beautiful, he carries on many sly flirtations with the rustic maidens that frequent the stations and trains along the route. To all he is inconstant. Too poor to marry, he is also too young. His system of bookkeeping is very simple; his ledger, journal

and blotter alike lie in his brain. With a meager income, his wants are many. Feeling the first promptings of a desire for gain, lacking the experience and judgment of older heads, he yet studies his trade, reviews its prospects, figures up his probable profits, takes frequent inventories of his wares.

It is his duty to supply passengers with water. In many cases this is the only consideration the railway company exacts for the privileges he has. While performing it he studies the faces of his customers, and seeks to fathom their weaknesses.

The amiable character of the trainboy is but little appreciated. Inexperienced travelers, however, find in him a friend. To them he unbends socially, according to the measure of his profits. In return for generous purchases, he answers all questions, points out the wayfarer's route, the prices he should pay, the people he must avoid. To such the trainboy is something more than a peddler. He is an encyclopedia of current knowledge, a storehouse of facts, the guide, philosopher and friend of travelers.

But generally men are not friendly to the newsboy. To them he is *passé* and they strive to avoid his eye, to evade his importunities, as he passes back and forth crying his wares. The mouths of men harden, their lips become rigid, their eyes grow glassy, their forms unbending when this Bedouin of trade approaches. Impossible to be ignored, they seek to silence him with rudeness. This palpable aversion does not disturb him. He pursues his way and waits his time.

In the course of a day he reappears many hundreds of times. Whence comes he? What mighty reservoir holds his supplies? The baggage car is his storehouse. Here, amid the trunks and boxes of travelers, is his den. In it he arranges his wares, takes account of his needs, plans his campaigns, sets his traps, digs the pitfall into which the unwary finally falls.

The resources of the trainboy are great. His confidence unbounded, it is that of youth. He has no confederates, does not seek advice. He may talk over his plans, but in their execution he acts alone. He looks upon travelers not as bent upon some particular errand, but as fulcrums merely of his fortunes, sent to aggrandize him. While proffering a cup of insipid water he secretly takes an inventory of their needs, fathoms their weaknesses, lays open their one vulnerable point. This is his art—the art of the merchant.

Frequently the trainboy has the air of a cadet. a deceptive, dapper look. Pretty girls are his weakness, oftentimes his destruction. To find favor in their eyes he buys expensive raiment, perfumes, unctuous pomades, the choicest confections. His is the period of life when trade seems but a makeshift—base and mechanical, fit only for misers and slaves.

Then there is another kind of newsboy, not an exotic. He is restless, gaunt, hollow eyed and sallow, with a profusion of hair. His feet are large and his legs weak. He is not altogether wholesome looking, and carries about the odor of

tobacco. He loves the weed, and when enveloped in its smoke forgets his isolation and misery; at such times exalted ideals animate him and he dreams of better associations, higher aims.

The trainboy is dependent upon himself, alone, youthful, abused, ofttimes illiterate. The world is his oyster. He is embodied shrewdness, incarnate activity; his weapons are his wits and his assurance. Society does not take kindly to him, refuses to recognize any necessity for his existence. This aversion excites his animosity without lessening his desire for gain. The world that refuses him recognition he pursues with redoubled vigor.

If economical and thrifty he may, in time, accumulate a little fortune, the basis of something greater. Many avenues are open to him outside of his business by which to add to his gains. The position is a preparatory school, a road leading to wealth and influence. It inculcates habits of independence and self-reliance; teaches responsibility. Its incumbent must account fully for the wares intrusted to him; for all that he does. A youthful merchant, his credit is his capital. This he strengthens or destroys precisely as the credit of merchants is strengthened or destroyed. Impecunious and needy, he quickly learns to discern the wants of the public. This is the first lesson in business; the next, how to utilize those wants. Great fortunes have been founded in ways quite as humble as those of the railway trainboy.

CHAPTER XXI.

SAFE STORAGE OF BAGGAGE; PARCEL ROOMS: A CONVENIENCE TO THE PUBLIC; A PROPER SOURCE OF REVENUE TO CARRIERS.

Carriers are clearly entitled to compensation as warehousemen for every moment that property remains uncalled for after a reasonable length of time. But in the case of baggage, few American companies make a charge except in large cities where business is large and facilities restricted. The rules may contemplate it, but little effort is made to enforce them. To many a charge for warehousing seems petty. It is, however, both proper and practicable. If carriers are responsible for loss of or damage to property remaining in their possession after a stipulated time, then clearly a charge should be made to cover the risk. In any event, expense is incurred in providing room and in guarding the property, which should be reimbursed. A very small charge would be sufficient. Americans are always surprised at the moderation of the railroads abroad in cases of this kind. Where a charge does not amount to more than a penny or so it seems to them hardly worth the trouble. Yet a very considerable percentage

of the miscellaneous earnings of the railroads of Europe are derived from just such charges.

As to what constitutes a reasonable length of time for owners to claim their baggage there is, of course, diversity of opinion. Twenty-four hours would seem to be sufficient to meet every proper emergency.

Charges for storage are not uniform in the United States, but vary according to the exigencies of the case. All countries save the United States charge for the storage of baggage. In the United Kingdom a charge of two cents per day is made by railway companies for each article of baggage left at the station, without regard to its weight or bulk. In France a charge of one cent a day is made. If a passenger desires to leave his baggage in the care of a company before shipping, the charge is the same.

Luggage sent to a station in Spain to await the pleasure of the owner is charged 0,$^{\text{R}}$05 per piece of ten kilograms, or at the rate of about one cent per day for twenty-two pounds. The same rate is charged after the expiration of twenty-four hours for baggage left at the depot at destination. If packages shipped as baggage contain articles not properly classed as such, the rate of storage is dependent upon the value of the property. The question of bulk does not affect the rate.

In Austria "the bearer of a receipt can demand the delivery of baggage upon the arrival of the

train by which it was forwarded, but he must wait until such time as may be necessary for unloading, registering and revising by the revenue officers. If a passenger desires, he may leave his baggage at the station for twenty-four hours without charge, but after the expiration of that time he must pay storage."*

The neglect of railroads in America to enforce a charge for storage at the start, has greatly embarrassed their efforts to introduce it afterwards, because of the difficulty of making it general with all roads. A particular company finds it extremely difficult to gather revenue from this source if a competitor declines or neglects to do likewise. Not only does the latter refuse to enter into the arrangement, but seeks to make the company that does so unpopular because of its action. Officials under such circumstances never lose an opportunity to increase the popularity of their company at the expense of rival interests. It is so much capital. I cannot help but believe, however, that it is a shallow conception of business, a low order of cunning. It is impossible to estimate the harm done to carriers by such practices. Railroads are thus embroiled in unnecessary and destructive wars, and it is mainly through the action of short-sighted officials of this character that unnecessary and harmful concessions are made. Except where conditions are dissimilar, it is impossible that the official of one road should seek to underbid

* Austrian Regulations.

that of another without harm to both. The concession made by a particular carrier to-day in order to secure business must become general to-morrow. No advantage is thus gained, while an opportunity is lost.

The collection of storage on luggage forms only a part of the revenue which may, with propriety, be derived from accommodations of this nature. Each agency of a carrier may also be made a depository, in a limited way, for the convenience of patrons and its own profit. A receptacle for parcels may be provided, and a charge exacted for the use thereof to cover care and insurance. Deposits would embrace articles of merchandise, umbrellas, trunks, packages of various kinds, overcoats, shawls and kindred articles.

Accommodations of this kind are a boon to the public and may be made a source of moderate revenue to a railroad company with little expense. Duplicate adhesive stamps may be used with great advantage to facilitate the working of the depository or room for packages. They should be numbered consecutively by the printer and bound in book form. The original should be attached to the parcel and the duplicate, bearing even date, given to the depositor as a receipt. This plan relieves the custodian from the necessity of identifying the owner, the production of the duplicate being all the evidence required, just as the presentation of a duplicate check affords sufficient evidence of ownership.

An objection to the use of metal checks for business of this nature is the difficulty of identifying collections that pass through the hands of agents; or in other words, of adopting any safeguard that would compel faithful accounting. The stamps should be engraved and numbered consecutively; they could not then be readily counterfeited, and custodians would be accountable for the value of all numbers allotted them.

In perfecting a depository, the accounting connected therewith would be much simplified by using only one form of stamp. This could be done by making the minimum charge the unit of value, higher charges being some multiple thereof. Thus, the number of stamps attached to a package would conform to the charge.

To facilitate accounting, the duplicate stamp surrendered by the customer should be transmitted to headquarters when delivered to the agent.

A depository is an accommodation to the patrons of every company. It is an especial convenience to ladies who are shopping. Such has been the experience abroad. It is also a convenience to travelers stopping en route and desirous of relieving themselves temporarily of superfluous articles. Many other people, not necessary to mention, find it a convenience. The system is in active operation upon the railways of Europe, and has been found a convenience and a source of profit. The following are some of the practical

regulations that have been found useful in governing it:

"The company will not be responsible for articles left by passengers at the stations unless the same be duly registered, for which a charge of four cents per article will be made and a ticket given in exchange. No article will be given up without the production of the ticket or satisfactory evidence of ownership. A charge of two cents per day in addition will be made on all articles left in the cloak room for a longer period than three days—the day of deposit and day of removal each counting as one day. The company will not be responsible for any package exceeding the value of fifty dollars, and will not be responsible for any amount unless the articles are taken away within twelve months from the day on which deposited. Depositors are not permitted to obtain possession of any portion of the contents of a package. The ticket must be surrendered before a package or articles can be released, and if again deposited in the company's custody an additional fee will be charged and another ticket issued."

"Notice is hereby given that when parcels addressed 'to be left till called for' are not applied for and removed from the station to which they are booked, either on the day of receipt or on the day following, an extra charge of four cents per parcel will be made to the consignee; in the case of parcels not applied for within the week, an additional charge of four cents per week will be made. For example: If a parcel is received at a station on a Monday, and is not called for until the next Wednesday, it is liable to a charge of four cents; if not called for until Thursday, to a charge of four cents extra, or eight cents, the second four cents being the warehouse rent up to the following Wednesday. Fractions of a week will be counted as a whole week. The maximum charge in these cases will be twenty-five cents per parcel." *

* Regulations, London & Northwestern Railway, England.

"Bicycles and perambulators, when left in the care of the company, are charged sixteen cents each, with a charge of four cents per day in addition when left for a longer period than three days, the day of deposit and the day of removal each counting as one day."*

* Regulations, Midland Railway, England.

CHAPTER XXII.

THE BAGGAGE TRAFFIC, HOW CONDUCTED: GENERAL RULES AND REGULATIONS; DUTIES OF STATION AND TRAIN BAGGAGEMEN; STATEMENTS REQUIRED SHOWING MOVEMENT OF BAGGAGE.

The subjoined rules form a part of the regulations of the baggage department, and are necessary to its complete and uniform working.

In preparing these rules and regulations, examination has been made of the workings of many well managed roads. The instructions are not, therefore, the work of any one man, but represent the experience of many; they have, however, been revised and greatly enlarged. These rules have very little to do with the excess baggage traffic for which pay is exacted, further than that they harmonize generally with the directions already laid down in preceding chapters in reference to that class of business. They are based upon the American method of checking baggage, but with some slight changes (mainly of phraseology) are applicable to any system.

GENERAL INSTRUCTIONS.

The liability of a railway company for loss of baggage, or for any unnecessary or avoidable injury while in its possession, is an established fact. It is, therefore, important that those connected with the baggage

department should exercise care in handling and watching over baggage. The interests of the company and the interests of the passenger are identical in this.

Employes in any way connected with the department are expected to exercise their ingenuity in securing for the company every species of revenue that justly belongs to it.

Employes should not collect or accept any fee or perquisites for acts performed, or for concessions granted, except by permission of their employers.* When no charge is exacted by a company, none should be made by its employes.†

When upon duty employes should wear the uniform prescribed by the company.

For the information of the officer in charge, and to enable him to trace baggage, and for other reasons, he should require an accurate return of the number of each check attached to trunks or parcels carried.

When unchecked packages are transported, a brief description of the same, including the address, should be entered on the various records and statements. Envelopes containing ordinary statements, reports, letters, etc., are excepted from this rule. A record should, however, be made of valuable letters or packages said to contain valuable inclosures. The record of valuable letters and packages, and all unchecked

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* "The servants of the company are strictly prohibited from receiving gratuities, and passengers are urgently requested to abstain from giving them money; any servant of the company detected accepting a gratuity will be liable to fine or dismissal."—*Regulations, London & Northwestern Railway, England.* "No gratuity, under any circumstances, is permitted to be taken by any servant of this company."—*Regulations, Midland Railway, England.* Upon some lines, on the other hand, charges on property, such as guns, dogs, baby wagons, etc., are looked upon as a perquisite of the train baggageman. "The fees for carrying dogs, monkeys, parrots, guns, baby wagons and saddles are for the personal compensation of the train baggageman for the extra work and responsibility they cause him."—*Regulations, Central Pacific Railroad.*

† This rule is more honored in the breach than in the observance.

parcels, should be so clear and explicit that they may subsequently be traced from point of delivery to place of destination.

Agents and train baggagemen are held responsible for the value of packages for which they receipt, not delivered by them in like good order. It thus becomes of the greatest importance that they should carefully compare the articles with the receipt before signing the same, otherwise they may become responsible for property never in their possession.

No person except authorized officials should be allowed to have access to baggage or baggage checks.

Passengers should not be permitted to open a trunk or package without first delivering the check and formally receiving the property.

Rough handling of baggage, improper language to passengers, boisterous conduct, profanity or incivility of any nature, to or in the presence of passengers, on the part of the agents or baggagemen, should occasion the infliction of a severe penalty by the company.*

Employes of the baggage department should be so manifestly careful and painstaking in the performance of their duties as to relieve the public of all just cause of complaint.†

In accepting or receipting for baggage, the condition of the same should be particularly examined.

Agents and baggagemen should tie up, or otherwise carefully secure, any baggage they may receive in bad

*"In all their deportment toward passengers they will be gentlemanly and accommodating; and when passengers expect or claim what it may not be proper to grant, they can decline with such explanation or reasons as will be likely to prove satisfactory, and not the cause of offense."—*Regulations, Illinois Road, 1853.*

†In reference to the handling of baggage in Italy, a gentleman writes as follows: "Baggage is sometimes injured by careless handling, but I do not think it is worse treated in Italy than elsewhere. There are occasional complaints of pillage of trunks by conductors and baggagemasters, but in the many thousands of miles I have traveled in Italy I have never lost anything by theft except trunk straps, which, unless nailed to the trunk, are taken off not unfrequently."

order and any baggage that may be injured while in their care.

Articles found in the cars or upon the track, and remaining uncalled for twenty-four hours, and articles found at stations and remaining uncalled for one week, should be forwarded to the officer designated to receive them; * a statement should accompany the articles. The statement should recite the date when the article was found, also the number of train or name of place, name of person by whom found, also a description of the article and the name of the person transmitting the same.

STATEMENTS AND RETURNS REQUIRED OF AGENTS OR STATION BAGGAGEMEN.

Agents should keep a record of baggage forwarded from or received at their stations. This record should give the number of the train, date, number of check, and name of train baggageman. For baggage forwarded it should give place of destination, and for baggage received it should give name of place where checked.

They should deliver, with baggage loaded into cars, a description of the same, taking the receipt of the train baggageman upon the record corresponding to such description. This statement should recite the date, name of the station where loaded, the number of the checks and place of destination, a description being given when no check is attached.

They should sign and transmit to the proper officer the "statement of baggage delivered" which they receive with baggage and parcels from train baggagemen.

All claims for loss or damage, or complaints relative to baggage, should be forwarded to the officer designated to receive them.

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* A record should be kept in the general office of articles transmitted to such office. "All articles found in trains and not claimed within twenty-four hours will be sent to the general office of the company, and in such cases due notice must be given."—*Roman Railway, 1872.*

Agents should promptly advice the officer in charge of carelessness or neglect of duty upon the part of train baggagemen; they should also advise him of other matters of importance concerning the baggage department that the interests of the company render it desirable he should know.

All communications concerning checks, missing baggage, etc., should be addressed to the officer in charge of the baggage department.

The following statements, reports and returns required by such officer are explained more fully further on:

1. Application for lost baggage.
2. Receipts for mismatched checks.
3. Receipts for baggage delivered, for which checks are lost.
4. Returns of unclaimed baggage and parcels.
5. Baggage to be returned with estray cards attached, when it has remained unclaimed thirty days.
6. Transmission on each Monday of superfluous checks on hand.
7. Transmission with statement of odd or mismatched checks.
8. Copies of orders of owners, directing unclaimed baggage to be forwarded.
9. Train baggagemen's statements of baggage delivered at stations.

STATEMENT OF BAGGAGE DELIVERED BY TRAIN BAGGAGEMEN TO AGENTS.

Agents on receiving from train baggagemen the statement of baggage delivered at their stations, should at once compare the numbers of checks as entered on said statement with the numbers of checks on the baggage, and if found to be correct sign the said statement; if incorrect the words "Not correct" should be written at the foot of the statement, and the error or discrepancy noted in full on the back. This notation should be signed by the agent. Agents should not change the figures on the baggagemen's statement of baggage delivered, or attempt to correct errors except by notations on

the back thereof. They should sign and inclose the statement of baggage delivered at their stations by trains to the officer in charge by the first passenger train.

DIRECTIONS FOR CHECKING BAGGAGE, THE CARE OF CHECKS, ETC.

Agents will check the baggage of passengers, giving to each passenger in exchange for his baggage the form of check (receipt) provided.*

When a passenger has more than one piece of baggage, each piece should be checked.

Packages should not be checked when articles are attached, such as umbrellas, coats, shawls, etc., but the passenger should be required to detach such articles.

Checks should not be nailed to packages, and where the latter are not provided with handles or loops to which the check may be attached, the omission should be remedied or the property should not be checked.

The delivery of the check to the passenger is an acknowledgment of the possession of the baggage by the railroad company.

In loading baggage, particularly at the starting point, that which is to be unloaded first should, so far as possible, be put into the car last. An intelligent observance of this rule will greatly relieve the train baggagemen and will save much unnecessary handling of baggage, thus decreasing the risk of its being damaged while in the company's possession.

Agents should not allow baggage to be put on trains without being checked.†

* The following in reference to the use of way bills is interesting: "All office porters, before pasting a label on any description of luggage, are to see if any of the company's labels be already thereon; when such is the case the new label is to be pasted over the old one. All articles of luggage for London, not taken charge of by the passengers themselves, are to have red labels pasted on, showing the initial letter of the owner's surname."—*English Road.*

† "No baggage must be put on board unless its destination is known."—*1853.*

Packages should not be received or checked as baggage unless accompanied by a passenger.

Agents should request passengers to have their baggage checked before the time for the departure of the train.*

They should in all cases have passengers show their tickets before checking their baggage.

In no case should they check baggage unless the passenger has a ticket or a pass, and they should not check beyond the destination of the said ticket or pass.

Baggage should not be checked to a point short of the destination of the ticket covering it, unless the ticket is entitled to stop-over privileges; in that case the point to which it is checked should be plainly marked on the ticket.

Agents should keep a sufficient supply of checks on hand to accommodate the business of their stations.

They should not lend checks assigned to their use to other agents or to train baggagemen.

They should see that checks are properly matched before handing them to passengers.

They should examine carefully all checks on hand, once in each week, and see that they are properly matched.

They should also examine them when stringing them for use.

They are held accountable for the proper matching of checks.

They should send to the officer in charge on Monday of each week all checks that can be spared. The card attached should give the name of the station from which the checks are sent, with the notation thereon, "Not Needed."

All odd or mismatched checks should be forwarded to the general baggage office promptly, with an explanation of each case.

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* "Unless baggage is delivered fifteen minutes before the starting time of a train, it will not be forwarded by such train. Baggage will not be forwarded unless the owner exhibits a passage ticket."—*Regulations, Austrian Roads, 1877.*

In checking baggage to local points, agents should use the station baggage numbers as they are given on the official list.

They should check baggage to stations on the company's lines to which they sell local tickets; for this purpose local checks should be used.

Baggage destined to points on other roads should be checked via the route over which the passenger holds a ticket. If agents have no checks by such route, they should not check beyond their own line except when the passenger desires the baggage to be checked to some point en route.

Reversible checks should in all cases be used in checking baggage through to points on other lines.*

Baggage should be marked plainly with the number of station to which it is sent.

For indicating the number of the station to which baggage is destined, the cardboard provided should be used.†

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* An improvement in the method of checking interline baggage has been introduced. It consists in the use of a metal "shell" or card holder on a strap, in connection with a card bearing a number, date, point of departure, destination and route. These cards are called special checks. They are made and numbered in triplicate; one portion being for the passenger, one for his baggage and one for the agent's record. They are to be filled in with ink by the person selling the ticket, and the route and other particulars should be made to agree therewith. The portion to be attached to the baggage, called the strap check, when issued is inserted in the metal holder, the edges of which are bent over on two opposite sides to form a receptacle for it and hold it in place, the strap being passed through the place made for it on the upper end of the card. With this device agents are enabled to waybill baggage to any interline point via any possible route; and the extension of its use tends greatly to reduce the number of reversible checks and the amount of brass and other metal devices supplied to stations for this purpose. It, however, requires to be used with care to insure the destination and route being correct in every instance. By the use of the Multiplex system of accounts described in the book "Freight Business and Affairs," these forms may all be filled up at one writing.

† "All baggage to go on the cars must be put in the most convenient place for loading, and must always be plainly labeled or marked, to show where it is to be delivered."—*1853.*

Agents cannot be too careful to avoid a mistake in entering the number of the station on the cardboard referred to; such error would involve the miscarriage of the property and its possible loss.

Baggage should not be marked with chalk.

Agents should not double-check baggage from their station to any other station.

When it is necessary to forward baggage that does not bear a check, and that is not accompanied by the owner, agents should put a strap check on the baggage and send the duplicate in a registered letter to the agent at the station where the baggage is to be left. In the letter of advice, the receiving agent should be informed what kind of baggage the check calls for and to whom it belongs; this rule applies only to baggage destined to local points. Baggage checked in the manner described should be identified by the owner before delivery.

LOST AND STRAY BAGGAGE.

When checks are presented for which agents have no baggage, they should ascertain at what station the baggage was checked, and the date and train checked for; also any distinguishing marks there may be on the property.*

They should then make application to the officer in charge, giving the facts with the numbers of the checks, and inform him where the baggage should be sent.

When they receive checks from passengers to send for baggage, they should be particular to give the name of the owner of the baggage, the description and marks upon the baggage and the route by which the passengers

* "If baggage or pieces of baggage are missing on arrival at destination, the passenger will at once notify the agent, giving number and weight of missing pieces. In exchange for the receipt delivered up by the passenger, the agent must give the passenger a certificate stating number and weight of missing pieces."—*Roman Railway, 1872.* "Persons applying for missing luggage should be asked for full particulars of their luggage and contents, name of owner, with any other names or addresses that may be either in or on it, and date on which it was lost."—*Regulations, Clearing House, England.*

traveled. In the event there is more than one passenger, the number of passengers should be given.

"When luggage is forwarded to some other station for inspection, or otherwise, the station to which it has been forwarded is to be fully advised by the forwarding station, giving name of person for whom sent, and why sent. Articles forwarded from one station to another for inspection must, if not claimed, be at once returned to the station from which they were sent."*

If baggage is left behind by passengers, the officer in charge should be notified of the facts by telegraph, giving number of check and destination, and the baggage should be forwarded by the succeeding train.

If, from any cause, baggage is carried beyond its destination, an estray baggage way bill (giving the reason for carrying it by) should be left with the baggage at the first station having an agent; a duplicate should be sent to the general baggage agent by first train.

The train baggageman will sign his name on the estray way bill in the place provided; the agent receiving the baggage will sign his name likewise and return the baggage with bill without delay. The train baggageman receiving the baggage, and the agent at destination to whom it is finally delivered, will each sign their names to the way bill and the latter will inclose it to the general baggage agent with his weekly return.

LOST CHECKS.

When claims are made for baggage by parties who have lost their checks, the baggage should not be delivered until it has been fully identified. The claimant should be required to mention the leading articles of contents, produce the key to the baggage, open the same, and finally pay to the agent making the delivery the price of the lost check, also any other expenses incurred, at the same time giving a receipt for the baggage to the agent. The receipt should be dated and

* Regulations, Clearing House, England.

should embody a complete description of the property, including the number of the missing check. The receipt with the strap check should be inclosed to the officer in charge, to be filed and preserved. The money should be forwarded as in other cases.*

When no check is attached to baggage, or the check is mismatched, the property should not be delivered until the agent is satisfied that the party claiming it is entitled to receive it. A receipt should be taken from the party to whom the baggage is delivered.

UNCLAIMED BAGGAGE.

Agents who receive an order to forward unclaimed baggage should send a copy of the order to the officer in charge unless it is signed by him. In reporting

* The identification of baggage in those cases where the owner cannot prove his rights by the production of the customary check or receipt requires that the baggageman should make the most searching inquiries. The interests of both the company and the owner are conserved by such a course. It is important above the mere value of the goods that property of this description should not fall into the hands of unauthorized parties. Every traveler will, therefore, readily excuse the enforcement of precautions by the railroad companies in this direction that may sooner or later be the means of protecting his own property. When baggage is claimed by parties, and the usual means of identification are wanting, the claimant should be required to furnish a detailed statement of the contents of packages, the point from which shipped, date shipped, with such other proofs of ownership of a special or technical character as the nature of the case suggests to the attendant. In addition to these necessary precautions it would be well, in the event of doubt, to have the alleged owner file a bond of indemnity sufficient in amount to cover the value of the property, including any costs which the company may subsequently be subjected to in the event its action in delivering the goods is called in question. "In default of a receipt proving ownership, parties must prove ownership and should give a receipt or bond of indemnity, according to circumstances, before baggage will be delivered to them. As a rule, baggage should be surrendered only at those stations to which it is billed. But if tax and duty regulations allow, it may be surrendered at a prior station upon the return of the receipt."—*Regulations, Austrian Roads, 18??.*

unclaimed baggage, agents should describe any distinguishing marks it may have.

Agents should make a report on Saturday of each week of unclaimed baggage and parcels at their stations, giving numbers of checks, and, when not checked, a description of property, and send it to the officer in charge by first passenger train.*

When baggage remains unclaimed fifteen days it should be sent as the official in charge directs, with an unclaimed card attached stating the date when baggage was left at station and where it came from. At the same time the officer in charge should be advised by letter.†

EXCESS BAGGAGE.

See directions in reference to this business elsewhere.

When passengers have baggage weighing more than the free allowance, each piece should be checked. The excess way bill should be strung on the metal strap check or shell.

When passengers have more than one piece of excess baggage, the way bill should give the numbers of the metal checks attached to all the pieces, and should be attached to a particular piece.

Agents should be careful to prevent way bills from being taken from baggage by interested persons.

Baggage or parcels to which way bills are attached should not be given up until the owner has paid the charges.

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* "All lost or unclaimed baggage left at any station must be immediately entered in a book for the purpose, and reported to the superintendent."—*1853.*

† "Stationmasters are particularly requested to have a periodical examination of the cloak or left luggage room, cases having occurred in which lost luggage has been found there."—*Regulations, Clearing House, England.* "When owners, after notice, will not remove baggage in store and likely to be damaged, such baggage will be sold without further notice, as provided in special conditions. The same disposition will be made of baggage if not taken away within fourteen days, unless otherwise agreed."—*Roman Railway.*

An unpaid bill should be made and kept on file by the agent for all unpaid charges.

MISCELLANEOUS INSTRUCTIONS TO AGENTS.

Agents should collect storage at tariff rates when baggage is not taken away within the time specified in said tariff.

They should also collect for parcels, bundles, etc., left temporarily in their charge.

Baggage proper consists of the wearing apparel or personal effects of a passenger, not exceeding the quantity or number of pounds stipulated.* When weighing over such amounts, tariff rates should be charged, except in cases otherwise specially provided.

Children traveling upon half fare tickets should be allowed only half the quantity of baggage allotted to passengers of like class.

Jewelry and other valuable goods, unless they pertain to the wearing apparel of the passenger, should not be received as baggage. Such articles come under the head of express or parcel business. If forwarded as baggage, a release should be exacted.†

Perishable property should be prepaid and should not be received except at the owner's risk, a formal release being exacted, in each case, by the agent, the same as for perishable freight.

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* In the event a company receives articles such as baby wagons, bird cages, dogs and saddles as baggage, especial notation to that effect should accompany the rules and regulations.

† Form of release for excess baggage traffic:

.....Station,.....18..

For and in consideration of the transportation of.....
by passenger trains from.....to.....
in the same manner as ordinary baggage, I hereby release the
.....company from all responsibility for
loss or damage to the same or.....contents while in said company's charge between the points named.

.....*Agent or Owner.*

Check Nos...... | ..... | ..... | .....
Charges, $.....

A release should also be signed for light or fragile articles, such as children's wagons, cradles, cribs, musical instruments; also for dogs and other animals.

The tariff rate for transporting a corpse is the price of one first class passage ticket; the ticket or tickets should be delivered with the corpse to the train baggageman.

The purchase of a ticket covering the transportation of a corpse does not cover rights to the transportation of baggage.

The casket containing a corpse should be inclosed in a box and should be accompanied by the certificate of a physician, or officer of the board of health, as prescribed by law. In some cases the particular manner in which a corpse shall be prepared for transportation is specified, violation thereof being a penal offense. Enactments of this kind should be observed by employes and others.

"When it is desired to forward a corpse, a notice of at least six to twelve hours must be given. The coffin must be hermetically sealed, and must be inclosed in a box: it must be in charge of and must be accompanied by a competent person. The papers required by law must be made and forwarded, and the railroad companies' charges must be paid in advance. If a corpse should be delivered, under a false statement, to be forwarded as ordinary freight, the difference in the charges must be paid, and a fine of four times the amount of such charges may be exacted. A corpse must be removed from the depot within six hours after the arrival of the train."*

Agents receiving baggage in bad order from connecting roads, or from passengers, should note particulars in ink, or with indelible pencil, on the receipt. The use of the words "bad order" is not sufficient; details should be given.

On the arrival of a passenger train at a station, the agent is expected to give attention to the baggage car before attending to other duties.

* Regulations, Austrian Roads, 1877.

Agents should be careful not to deliver baggage that is checked without receiving a check in return.*

Baggage should be well guarded or kept in a secure place.

Attendants are held responsible for the safety of baggage, for the care of checks, and for articles left at stations.†

In connection with their other duties, they must care for and promptly forward letters and packages on account of the company's service.

The utmost expedition should be exercised in the delivery of baggage.‡

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* Mode of identification or delivery of baggage is thus described: "And the porters at King's Cross are, on the arrival of the trains, to take care that the luggage thus labeled is placed in the proper bins, or divisions of the barrier on the platform, and delivered only to the proper owners. No luggage at King's Cross, or any other station, may be delivered to anyone unless the name of the party be first of all ascertained and compared with the address on the luggage; and in case of there being no address, the party attending on that passenger must ask for some other mode of identification, and if this cannot be given, he must refer the case to the inspector or clerk on duty, and not on his own authority deliver up the luggage."—*Great Northern Railway, England, 1856.* "The check must be demanded when it is deposited at the station, or first delivered to the owner."—*1853.* "Baggage is delivered by the company on presentation of the receipt, no matter by whom presented."—*Austrian Roads, 1877.* "If baggage receipt is not presented at destination, passengers will have to prove property before receiving their baggage."—*Roman Railway.*

† "The baggage carriers at the different stations are at the disposal of passengers, but without responsibility upon the part of the railroad company. The carriers must be paid for their services according to a tariff regulating their fee; they must issue receipts for any baggage received by them."—*Austrian Roads, 1877.*

‡ "They are to take care that they know where all the luggage for the different stations is put, and they are not to wait at the stations to be asked by the various passengers alighting for their luggage, but on reaching such stations they are personally to attend to the handing out of the various packages. The head guards are to see that the luggage is so loaded that, on opening the door of the van at the station, they may be enabled at once to see the destination of each article. All 'long'

STATEMENTS AND RETURNS REQUIRED OF TRAIN BAGGAGEMEN.

They are required to make a return to the officer in charge for each train run. This return should specify the date, number of train, starting point, destination, name of baggageman, the number and kind of each check attached to baggage, noting whether carrying excess way bill and what kind, the number of the station where baggage was received, and the number of the station where left. If no check is attached to baggage, a description should be given. They should commence to write up their return promptly at the starting point of the train.

The train baggageman is required to make a return to the accounting officer of all baggage bearing excess baggage way bills. The return should specify the date of the way bill, its number, where from, where to, the weight of the traffic, the gross amount of unpaid local charges, and also the gross amount of prepaid charges.

A detailed statement should be left with baggage or parcels delivered to agents, baggagemasters or train baggagemen (as the case may be, by either of the class of employes named), describing the baggage or parcels; the statement should also include property belonging to the company. It should be signed and recite the date, number of train, number of check and name of place where checked, also name of destination.

The blank form for "Statements of baggage delivered" should for convenience be bound in book form. A receipt should be attached to each form. The receipt should be signed by the agent. It is the train baggageman's voucher for the delivery of the property, and should be retained by him until all the statements in the book have been used. The receipts should then be forwarded to the officer in charge, to be filed and preserved. This

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luggage is to be loaded in the lower compartments of the luggage vans, unless placed on the roof of the through carriages. All guards are mutually to assist each other."—*English Road.*

form should also be used, as intimated above, in delivering property to baggagemen of trains.

The reports required by the officer in charge may be summarized here as follows:

1. Reports of failure to deliver baggage at proper destination.
2. Special information referring to the business of the department.
3. Neglect of duty and irregularities committed.
4. Reports of baggage damaged while in care of train baggagemen.
5. Notice of permission to change off with other baggagemen.

Train baggagemen are required to transmit to the proper officer, at the end of each round trip, returns and papers required of them.

Whenever train baggagemen perform the duties of an agent they should make the records, returns and accounts that agents are required to make under similar circumstances. It is, therefore, important that they should acquaint themselves with the duties and responsibilities of agents in connection with the business of the baggage department.

THE RECEIPT AND DELIVERY OF BAGGAGE BY TRAIN BAGGAGEMEN.*

They should not receive baggage or other articles (from stations having an agent or baggageman) unless properly checked.

* The following in reference to the duties of baggagemen, culled at random, are interesting: "Fish and game must not be taken into first class carriages with passengers, but the guards (baggagemen) must take charge of such packages, and hand them out to the passengers when they alight. Fish and game, as parcels or luggage, must be stowed so as not to injure other articles, or annoy any passenger."—*Great Northern Railway, England, 1856.* "They will not be allowed to carry packages of freight of any description on their own account, or to receive valuable packages or money for transportation, or mail matter in violation of law, under any circumstances. They will have charge of the mails carried upon their train, when no mail

They should deliver baggage, letters and parcels at their proper destination.*

If, by accident or mistake, baggagemen fail to deliver baggage at its proper destination, they should report the failure promptly to the officer in charge.

On arriving at a station they should first deliver and receive baggage.

In case it is necessary to transfer baggage in consequence of accident to train, or for any other reason, they should count the number of pieces and check them, one by one, into the car to which they are to be transferred, seeing that none is lost or carried off by passengers or others.

When agents are not on hand to receive baggage, the fact should be noted on the returns.

When baggage is received in bad order, they should be particular to note the fact on their returns and upon any receipts signed by them.

When baggage is damaged while in their possession, otherwise than in the usual way, full particulars should be entered upon the returns.

RECEIVING AND DELIVERING BAGGAGE BY TRAIN BAGGAGEMEN AT STATIONS AT WHICH THERE ARE NO AGENTS.

Attendants should provide themselves with local checks to use at stations where there are no agents or baggagemasters on duty, and if passengers deliver baggage at such stations, baggagemen should receive it and check it to destination, delivering to the passenger the duplicate check.

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agent is with the train. They will, when at stations, immediately after disposing of their baggage, examine the journals of their train and see that all are in order, keeping in readiness and with them at all times suitable cans of oil to use when necessary."—*1853.*

* "In case any letter should be marked as 'Important,' or for immediate delivery, they must send a porter with it to the proper office as soon as the train stops."—*Great Northern Railway, England.*

In other cases baggagemen are prohibited from receiving or allowing unchecked baggage to be placed in their cars.*

They should have their checks in readiness when approaching stations such as those described.

If necessary, they should find the owner of the baggage that has been checked, after the train is in motion, and deliver the duplicate.

Owners of such baggage should, however, identify it in the same way as prescribed when checks are lost by passengers.

When baggage is to be put off at such stations, the duplicates should be collected before the same is unloaded.

At stations where there are no agents, they should make a "statement of baggage forwarded" and in other respects perform the duties of agent.

SPECIAL DIRECTIONS TO TRAIN BAGGAGEMEN IN REFERENCE TO EXCESS BAGGAGE TRAFFIC.

They should be careful to prevent way bills being detached from baggage while in their charge. The bills represent a money value and should be as carefully protected as though they were checks.

The ticket which the rules require should be delivered with each corpse should be canceled and turned over to the conductor by the train baggageman.

Excess way bills destined to points where there are no agents should be detached by the train baggageman and left with the agent at the next station, who should take them up in his monthly accounts.

Train baggagemen should keep on hand a supply of way bills, books and returns for use when occasion requires. They should bill traffic which they may suspect is being improperly carried without a way bill. The weight must of necessity be estimated, but the way

* "Baggagemasters will allow nothing to go into the baggage car, unless checked or waybilled and accompanied by owner."—*New York Road, 1868.*

bill should be so marked. In making such bills, they should insert their names in the blank for the station number. The bills should be reported at the close of the month, the same as provided for agents.

HYPOTHECATED BAGGAGE.

Should it be necessary for conductors to take the duplicate baggage checks of passengers to secure the fare, the checks should be forwarded to the agent at the place of destination with a statement signed by the conductor, showing the number of check and the amount of fare due. An unpaid (C. O. D.) way bill should be attached to such baggage. If the trip extends over more than one division, the statement and checks should be handed to the connecting conductor and each conductor should enter on the statement the amount of fare due on his division. Upon arrival of the baggage at destination, the amount should be collected by the agent and remitted to the treasurer with the statement of the conductor. Baggage upon which charges have been advanced should not be delivered to connecting lines or permitted to leave the custody of the company until the charges are paid.

The following rules and regulations govern the acceptance of pledges:

PLEDGES.

Property will be accepted in lieu of cash when a passenger is unable to pay for the transportation of himself or his baggage. It will be done only to save patrons from harassment. Property is never to be accepted in

lieu of money to meet the wants of those who take advantage of the custom to evade paying cash.

Care should be exercised to see that the property pledged is of sufficient value at forced sale to cover the amount. In the event it is not, the rule will be observed that is followed when passengers do not have sufficient money.

Those who accept pledges will be held responsible for the value of the transportation furnished thereon.

When property is pledged, whether for the carriage of passengers or baggage, a receipt should be given for the thing pledged, by the person receiving it. Special forms are provided for this purpose. Agents and conductors should keep themselves provided with these forms.*

Care should be taken in filling up the receipt to do so with pen and ink or indelible pencil; no space should be left in which additions or alterations may be made.

When a pledge is redeemed the receipt of the agent or conductor should be given up by the owner of the property. It should be canceled and forwarded to the ticket auditor.

When baggage is taken in lieu of money the check therefor should be delivered to the conductor, who will see that it is turned over to the agent at destination for redemption.

Pledges can only be accepted on account of local business, not on account of interline traffic.†

Whoever receives a pledge should see that it reaches the person whose duty it is to collect the amount. When collected the amount should be disposed of as the rules and regulations provide.

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* Various forms are used. That which, however, seems best fitted is fourfold, viz.: A record, which is retained by the conductor or agent; a notice, which is sent to the ticket auditor; a receipt (pledge), which is given to the passenger, and a notice, which is sent to the person who is expected to collect the money.

† There is no reason why the practice should not be followed with interline business, except that there is generally no provision between the companies in interest to that effect.

If a pledge is not redeemed within the stipulated time, notice of the fact should be sent to the ticket auditor, also to the general ticket agent or proper officer, and disposition made of the property according to the regulations governing such matters.

TRAIN BAGGAGEMEN.

They should be at their cars thirty minutes before the starting time of the train.*

They should respect the authority of the conductor and obey his instructions in all things not inconsistent with established rules.

They should not leave their trains to change off with other baggagemen without permission from the officer in charge.

They should not sleep while on duty.

At the end of their run they should remain with the car until the baggage is delivered, or the baggageman who is to relieve them takes charge.

When they leave the car unoccupied, they should see that the doors are locked.

All articles carried should appear on the return of the baggageman.

Baggagemen are held responsible for loss or damage to baggage from carelessness on their part.

They are not allowed to lend the checks assigned for their use to agents or other baggagemen.

They are required to embody in their returns a statement of all special or unusual facts that come to their knowledge relating to baggage.

They should promptly report to the officer in charge any neglect of duty on the part of agents or station baggagemen; also any irregularities that may come to their notice.

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* "Baggagemen should be at the depot at the time of starting of the train preceding their regular run; and be prepared to go on duty in case of accident or sickness of the baggageman of the preceding train."—*Old Regulation.*

They should not copy their statements and reports from those made by others; they should write up their accounts from the baggage.

Care should be exercised to prevent accident from fire. Explosive oils should not be used, and the door of the stove should be kept fastened when the train is in motion.

Train baggagemen are expected to perform the duties of brakemen when the exigencies of the service require.*

No unauthorized person should be allowed to ride in the baggage car.†

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* "They will consider themselves to be, and act as, brakemen when the train is in motion."—*1853.*

† "Passengers must not be allowed to travel in the guard's brake van."—*English Standard.*

CHAPTER XXIII.

EXCESS BAGGAGE AND PARCEL TRAFFIC: A SOURCE OF REVENUE; NOT PROPERLY APPRECIATED.

The maximum quantity of baggage a passenger may transport without extra charge being fixed by law or custom, provision must be made for collecting charges in those cases where there is an excess over the stipulated amount. In the United Kingdom the machinery for conducting the parcel traffic is used to handle extra baggage and similar business. On the continent the precision that characterizes commercial life is observable in the management of railroads, and passengers are compelled in all their calculations to take cognizance of the fact that railroad companies exact respect for their rights. Travelers are particular to reach the depot in time to have their baggage weighed and billed, and do not forget to allow time for making necessary payments in the event they have extra baggage. In the United States a different picture meets the eye; efforts to systematize excess baggage traffic, so as to render the collection of charges thereon effective, are actively objected to. Instead of acquiescing in the inconvenience that an equitable conduct of the business entails, passengers are

impatient and exacting. This disposition is heightened by the timid policy of railway officers, who in many cases fear to enforce the rights of their companies. For these and other reasons great difficulty has been experienced in securing effective organization of the business.

The fact that the express business is not conducted directly by the railroads in the United States has also greatly lessened the incentive to provide adequate machinery for collecting charges on excess baggage and similar business. Traffic of this description is relatively small and its wants have not in consequence been fully regarded. The other sources of traffic are of so much greater importance that directing officials have given the excess baggage business comparatively little attention. The duty of watching over this particular business and providing for its wants has been left largely to subordinate officers.

To the negative position of the baggage department is also to be ascribed its neglect by the higher officers of railroads. Its traffic does not produce any revenue directly, and the fact that it does indirectly is oftentimes forgotten. Officials and employes too often look upon the amount the passenger pays, as the price of his carriage merely and on the transportation of baggage as a gift. It is not unusual to hear them speak of it as being "passed." Such being the case, it is slight wonder if baggage traffic should not always receive the attention it merits.

dividend upon their capital. No road pays more than a fair rate of interest. A large number of companies pay interest only on a part of the cost of their properties. In all cases it is important that every species of income incident to their working should be faithfully garnered.

Generally speaking, minute provision is made by foreign railway companies for collecting charges on excess baggage. Nothing is thought too small or too unimportant to merit attention.

In the United States the charge for extra baggage of interline passengers is fixed at about twelve per cent. (per one hundred pounds) of the rate for first class passengers. The rule is not uniform, however. Thus some of the Eastern companies base the rate on twelve per cent. of the cost of the first class limited ticket, while others make it twelve per cent. of the unlimited ticket, which is considerably higher than the first named. This disagreement, while confusing, is based on substantial reasons. On the majority of roads throughout the country the rate is twelve per cent. of the cost of the unlimited first class ticket. In some cases the rate is fifteen per cent. A minimum charge of twenty-five cents for the carriage of excess baggage is common to all companies. Many companies make special rates for the goods of commercial agents, theatrical companies, caravans, showmen, etc.

As already stated, the collection of charges on excess baggage is peculiarly difficult in America.

All classes adjust their freight accounts and pay for their passage tickets without question, but too often discover objections when their right to carry, without extra charge, all the baggage their convenience suggests is called in question. These objections are, of course, not warranted. They arise from the long neglect of railroad companies to enforce their rights in this particular field. There is, it is apparent, no reason in the world why a railroad company should carry, without extra charge, more than the stipulated amount of baggage. Travelers might, with equal propriety, ask that a certain portion of their grain, or live stock, or fuel should be carried free in consideration of buying a ticket. Admit the plea and there ceases to be a check on the business. A portion of the community will respect the rights of carriers; the other portion will look upon the evasion of these rights as indicative of special shrewdness.

Other things conspire to render difficult a full collection of the revenue that ought to accrue from extra baggage.

As a rule, this traffic does not reach the depot until the train is upon the point of starting. The train cannot be held. The agent is busy looking after general wants, so that he is able, very likely, to examine but a portion of the baggage that is presented to be checked, or his examination is hurried and incomplete. Many packages are thus overlooked that ought in justice to yield some revenue to the carrier.

The difficulties encountered in organizing the excess baggage business upon an effective basis have tended to destroy or weaken the *esprit de corps* of those in charge. The result is that the income that should be derived from this traffic is lightly esteemed or held subordinate to other sources of revenue.

It has been the practice generally in America to require all excess baggage charges to be prepaid. Much of the demoralization that exists is traceable to this fact. Its arbitrary enforcement is obviously impracticable, while even general adherence is attended with serious embarrassments.

The trouble is that sufficient time is not allowed the forwarding agent in many cases to weigh the baggage, bill it, and collect the charges before the departure of trains. In consequence, the effort to do so is pursued irregularly. Omissions are a matter of hourly occurrence, and cannot be otherwise until passengers are required to present their baggage far in advance of the departure of trains, as they do in Europe. Attendants are pressed for time; and to attempt to hurry an official in the performance of a duty that is discretionary, is to cause him in many cases to neglect it altogether. Any system of accounting that does not make provision for this limitation of human nature is defective.

The devices of passengers to escape payment for extra baggage are too numerous to be described. Attempted bribery of the attendant is

the most common. Misrepresentations are also frequent. When passengers are destined to a distant place, a clever means of evading the rules is to have the different pieces of baggage in excess of the limit checked to stations near at hand, upon arrival at which stations the traveler notifies the agent that he has concluded not to stop at that point, and would like his baggage rechecked to the place to which he had concluded to go.

In this way he will take up the different pieces of extra baggage at the stations to which they have been billed, until finally he has them all checked without charge. A simple way of preventing deceptions of this kind is not to check baggage on tickets that read from another place. A simpler way is when baggage is checked upon a particular ticket, to so mark the ticket that it cannot be subsequently used for the same purpose. This is the course now generally followed. While the devices adopted for misleading officials will be many and ingenious, they will not stand the test of good business usage or acumen upon the part of employes. It is only where the rules and regulations are inadequate or lightly enforced that deception will be effective.

CHAPTER XXIV.

COLLECTION OF REVENUE FROM EXCESS BAGGAGE: PREPAID AND C. O. D. SYSTEMS CONSIDERED; LACK OF UNIFORMITY AMONG RAILWAYS.

The baggage traffic of railroads is classified under two heads, namely, Baggage and Excess Baggage. The transportation of the former is embraced in the price paid for the passage ticket. For the latter an extra charge is made. An attempt to compel prepayment in all cases will prove objectionable. There is no reason why charges should be prepaid on extra baggage any more than on common merchandise.

If a passenger desires to prepay the charges on his goods, and there is time for him to do so, there is no objection, but it should not be compulsory. If the property is worth the amount, there is no reason why the charge should not be collected at the destination. In such case it is certain that abundance of time will be afforded in which to adjust the amount, while if the attempt is made to collect in advance it is equally certain that in many cases the railway company will be unable to do so in consequence of want of time. It is claimed that it would be embarrassing to introduce the practice of collecting charges at place of destination, because passengers upon arrival at the end of their journey

desire to go directly to their hotel or residence; or they intrust their checks to others and cannot, consequently, be expected to attend to the payment of any charges due on their property. It is also offered as a reason for not adopting such a system that hackmen would not afford passengers the time necessary for them to settle, but would hasten away, leaving travelers to complete their journey as best they might. Excuses of this kind are not worthy of notice. The laborer is worthy of his hire, and if carriers cannot collect the amount due them at the starting point, there can be no valid reason why they should not collect at the place of destination. Carriers should accommodate themselves to the requirements of their patrons; and the public should concede to the carrier the right to adopt reasonable and necessary regulations.

The circumstances attending the transportation of excess baggage are peculiar. To enforce equitable arrangements, all railroad companies should combine to collect at the place of destination when it is not convenient to collect at the point of departure. If they will thus agree among themselves, no particular company can be intimidated by the threat of passengers that unless concessions are made they will go elsewhere. Without such agreement enforcement will only be partially practicable. Collections for excess baggage can be made most conveniently by the receiving agent at the station to which the traffic is destined.

The forwarding agent is frequently unable to ascertain whether the baggage comes under the head of extra baggage or not; it should be the duty of the agent at the terminal point to discover omissions and correct them.

The forwarding agent should convey to the receiving agent such knowledge as he may be able to gain in reference to packages that come under the head of excess baggage. In the majority of cases he will be able to attach a way bill to such packages, specifying the weight and amount to be collected. Frequently, however, his figures will be only approximately correct, the weight being estimated. To remedy this it should be the duty of the receiving agent to carefully reweigh the property.

The excess baggage traffic possesses many peculiar characteristics. The baggage of emigrants, for instance, is exceptional in quantity. It consists, in fact, of everything they possess. Instead of shipping their property by freight trains as merchandise, they carry it with them. Considering the volume of the business it is apparent that if rigidly systematized it would afford railroad companies a considerable revenue. A desire to encourage emigration generally prevents this, however, in all new countries.

A careful examination of the excess baggage traffic renders it apparent that there are no unsurmountable difficulties to accountants or others in the way. It requires, however, the attention of men experienced in traffic affairs and

familiar with the best forms of accounting, and to the fact that it has not always received this, many of its crudities are to be attributed.

In the case of interline traffic, the forwarding company should be required to attach a way bill to each parcel, duly numbered, containing all the information necessary to enable the lines over which the baggage passes to keep a record thereof. Afterward, by requiring a detailed report of the extra baggage thus billed, they will be able to compel the collecting company to account for the charges. Upon the arrival of interline baggage at its destination, the way bill should be detached after its correctness has been verified by reweighing the property. If from any cause extra baggage should reach its destination without having been billed, the receiving agent should correct the omission when the facts are ascertainable by him, by collecting the amount and reporting it to his company. The latter would in due course report to the various lines interested the amounts severally their due.

A system something like this is imperatively required in connection with interline baggage traffic. Its effect will be to protect each line interested, and prove a necessary check upon the collecting agent. It will, moreover, guard the passenger against injustice.

Local excess baggage traffic possesses no especial features. The methods pursued, however, should be uniform upon different roads so far as practicable; otherwise when there is competition,

passengers will avail themselves of the fact to favor that company which grants them the greatest privileges.

In connection with excess local baggage it may be stated, parenthetically, that to enable the receiving agent to ascertain the place from which baggage is shipped the train baggageman's way bill should give the forwarding station, or if that is impracticable, some other device for furnishing the information should be adopted.

In the majority of instances, charges for local extra baggage will be paid in cash. It will frequently occur, however, that passengers will present franks or permits in payment. These will be of two classes. One class will be good only for a definite amount of baggage between certain points; the other will be good for a fixed amount of baggage, but good between all points. Sometimes these permits will run for only a few days; sometimes for the year in which they are issued. But whether for a short or long period they will make the work of the accountant more difficult.

Upon the arrival of excess baggage at its destination, the way bill appended thereto should be detached and transmitted to the accounting officer. If charges are paid in cash, the amount will be entered under the head of cash, in the place provided.* If charges are paid in mileage coupons, a detachment covering the specific

* The different forms of way bills for handling excess baggage are described in the appendix.

miles the baggage has been transported should be made and inclosed with the way bill, the amount having first been entered on the bill in the place provided. If charges are paid in money coupons, the proper amount should be detached and treated in the same general manner. If a season frank or permit be presented, a description of such frank or permit should be entered in the proper place. Where payment is made with a trip frank, it should be taken up and inclosed with the way bill to headquarters.

For the purpose of securing a proper check, all franks, permits, coupons or other devices, calling for the transportation of excess baggage and good for more than one trip, should have an auditor's coupon attached. It should recite the particulars of the ticket, its date, time good for, amount, name of person to whom issued, amount of extra baggage it covers, by whom issued, etc. This coupon should be detached by the agent upon the first presentation of the ticket or frank, and forwarded to the accounting officer. In his hands it is a check upon the person issuing it.

In forwarding baggage, if an agent suspects that the amount is in excess of the free allowance the passenger is entitled to, and sufficient time is not allowed in which to investigate the fact, or even estimate the excess and make a way bill therefor, he should attach a card to the baggage, as a notice to the receiving agent to investigate the case. If the latter finds the baggage is subject to a charge, he should make a bill

to cover the same. If it is not practicable to attach a card, the receiving agent should be notified by telegraph, or the train baggageman should be directed to waybill the property.

In making provisions for excess luggage traffic, the peculiar features of the parcel traffic that attach to the suburban business of metropolitan roads must not be overlooked. Much of this business is transported by the railroad companies, and when this is so, is quite likely not to receive the attention it merits, especially in those cases where the express traffic of the company is conducted by a separate organization. The express traffic requires peculiar appliances, and when the officials of a railway company are not familiar with such appliances it is quite likely that adequate provision will not be made to accommodate the excess baggage traffic, which is in many respects similar to the express business. Upon many suburban trains the parcel traffic is not sufficient to warrant the express companies in employing a messenger, and when this is the case it quite likely results that property which should contribute revenue escapes payment altogether. The remedy lies either in the exclusion of this kind of property from non-express trains or in making adequate provision for handling it. The business may not be great, but will abundantly repay systematic effort to handle it properly.

Upon many well managed roads the methods of handling excess baggage and suburban parcel traffic require overhauling. This is especially

true of the former. Instead of treating it as an unknown quantity, to be traded off in unnecessary effort to secure business for other departments, or abandoned as unworthy of notice, the ingenuity of agents, trainmen and officials should be enlisted to see that all legitimate revenue from this source is collected and accounted for to the utmost farthing.

An objection is offered that the cost of organizing the excess baggage traffic is not warranted by the revenue that may be derived from it. This objection is not tenable. It might originally have been offered, with the same show of reason, in connection with any of the many sources of traffic possessed by a railroad. Cost should not prevent its consummation. The blanks required are few and simple. Every agent should be supplied; and his use of them carefully supervised until he understands the needs of this branch of his business.

If practices upon different lines in reference to excess baggage were alike, as they should be, discrimination could not be exercised by passengers in favor of particular routes, and complaint would quickly die out.

The initiative in the reform rests with the general passenger and ticket agents on American roads. The admirable organization possessed by these gentlemen renders a consummation of the changes required easy and simple.

For the information of those interested, I have attempted, in succeeding chapters, to outline a

plan of accounting adapted to the service, and the efficient collection of the revenue that the excess baggage traffic should yield. However, the adoption of a particular system is not material, if the object sought can be accomplished in any other way.

CHAPTER XXV.

APPLIANCES TO FACILITATE COLLECTION OF REVENUE: FROM COMMERCIAL TRAVELERS, THEATRICAL PARTIES, ETC.; USE OF EXCESS BAGGAGE AND PARCEL TICKETS.

An ingenious form of ticket, known as the Coupon Mileage ticket for excess baggage, was for many years in universal use on railroads in the United States. It was designed to accommodate commercial travelers, theatrical parties and kindred organizations.

Although this form of ticket has been superseded, more or less, by the Excess Baggage Money Coupon ticket referred to elsewhere in this chapter, a description of the ticket and an explanation of its use will prove interesting and instructive.

It is usually made in book form and is generally good for one thousand miles; although there is no reason why it should not be made to cover one hundred miles or ten thousand miles. The front cover and first page, or auditor's check, exhibit the number of the ticket, name of the person to whom issued, weight of the baggage to be transported, etc. The successive pages are composed of diminutive detachable coupons, each good for a certain number of miles and bearing

the number of the ticket for purposes of identification. If the property is to be transported ninety miles, coupons corresponding thereto are torn out of the book by the carrier, and so on. We will suppose the limit of baggage to be fixed at two hundred pounds, and the ticket is issued for baggage weighing five hundred pounds. If the amount presented does not exceed two hundred pounds, no charge is made; if, however, the quantity exceeds two hundred pounds, coupons are detached for the excess. It is mutually agreed that in the event the distance baggage is transported is three miles or less, the charge is to be for three miles.

In the event the excess baggage of a person holding a mileage ticket is greater than the amount called for by the ticket, the excess is collected in cash, and the official issuing the ticket notified of the fact, providing the holder does not voluntarily advise the agent of the excess. Charges for excess thus collected are reported the same as other extra baggage.

The tickets are not valid when presented by other than the person in whose favor they are made. If presented by any other person cash is collected, and the official in charge is notified of the improper use sought to be made of the ticket. Coupons must not be detached, except by the agent and are not valid when presented detached from the ticket.

When the coupons have all been detached, or the time for which the ticket is issued has

expired, the remaining portion is taken up by the agent and forwarded to headquarters.

To prevent the use of counterfeits, agents are required to see that the ticket is signed by the right official, and properly stamped.

The carrier requires the holder to sign a contract specifying the limitations of the ticket and the responsibility of the company; also the consideration or price paid. This contract is transmitted for record to the accounting officer by the official selling the ticket. Its possession is necessary to enable him to secure a proper check.

Reference has been made to the auditor's check in the baggage mileage ticket book. It is simply an extra leaf giving the name of the holder of the ticket, how much baggage he is entitled to have carried, the number of miles the ticket is issued for, station and date of issue, and signature of the agent. When the ticket is first presented for use, the auditor's check is detached by the agent and forwarded to the accounting officer. The possession of the information it contains will enable the accountant to detect counterfeits or raised tickets. It is also necessary as a record.

For the same reason all tickets, permits, orders or franks issued that are good for more than one trip should have an auditor's check or coupon attached. It is essential to a complete audit of accounts.

In the operations of traffic connected with commercial agents peculiar conditions arise. They require special provision to be made from time to time. Among other things the samples travelers carry vary from day to day. The supply, for instance, of a particular line of goods which the agent starts out to sell will become exhausted. When this is the case he will dispose of the samples of that character, or he may add from day to day new articles to his stock as he progresses on his journey. In making a contract it becomes necessary, therefore, to agree upon an average amount of excess which the mileage ticket shall cover. This excess may be fixed at one hundred pounds or five hundred pounds in addition to the quantity which he is entitled to without extra charge. Whatever the maximum may be, it will be necessary to provide a penalty in the event he should attempt to secure the carriage of a greater quantity. Ordinarily it will be sufficient that he be compelled to pay tariff rates in such event. It would be well, however, in addition to provide for the cancellation of the ticket whenever its privileges are abused. Generally, the agent of the carrier will discover any attempt to defraud, but in case he is negligent the penalty attaching to a misuse of the ticket will have the effect to deter the owner from attempting to take unfair advantage.

The coupon mileage ticket is exactly what is required in handling the parcel traffic of suburbanites and others. There is in many cases

neither time nor proper provision for adjusting charges on property of this description, and the result is that it is carried free.

In adjusting the coupon mileage ticket to the parcel traffic, each coupon should be good for the transportation of a package not exceeding certain weight and bulk, between particular places. The value of the coupons would accommodate themselves to the character of the business. Instead of each coupon being good for one mile it would be good between particular places, as, say, between New York and Washington. The coupons would be purchased by merchants, residents and others patronizing particular lines, in quantities as required.

In issuing coupons such as those described it would be well to make particular quantities the unit, any multiple or fraction thereof requiring an additional coupon. Let us suppose the unit to be ten pounds. In that case, if the weight of a package exceeded ten pounds and fell short of twenty pounds, two coupons would be torn from the book and attached to the package, and so on for each additional ten pounds. Coupons might also be issued for specific sums in dollars and cents for use in payment of charges, thus obviating the delay and annoyance of making change. The usefulness of coupon tickets in connection with the parcel traffic is capable of indefinite expansion. Where considerable time is now required in which to collect charges and make the necessary way bill for parcels it would only

be necessary, if coupons were used, to detach one or more, as the case required, and paste the same upon the property. No excuse could then be offered for neglect to collect charges. To expedite business the reverse side of each coupon should be gummed, as postage stamps are, so that they may be readily and quickly attached.*

The form of coupon just described may with little labor or cost be made a great convenience to the public and a source of new revenue to carriers. However, so far as its use in connection with commercial agents, theatrical companies and kindred purposes goes, it is being superseded by a new form. This new form is called an Excess Baggage Money Coupon Ticket. Like the baggage mileage ticket, it is designed to accommodate those who make long or frequent journeys and carry with them more or less excess baggage. Each coupon has a fixed value, which makes the ticket better adapted for use than the old form.

The ticket is made up of a quantity of scrip or money coupons which the carrier sells at a uniform price to cover particular kinds of traffic. The coupons are receivable by agents of the car-

*The English companies have adopted the plan of using stamps such as I have described in connection with their parcel traffic, more especially, perhaps, the traffic forwarded by suburban trains; this class of business is carried by them at very low rates, and requires, as does the same class of business in the United States, that it should be handled with the utmost expedition. This expedition they find to be possible by using the adhesive coupon stamp.

rier in payment for excess baggage charges when presented by the person whose signature appears on the ticket. A certain discount is allowed from the face value of the ticket, as a convenient means of reducing the tariff on excess baggage of the kind that this ticket is designed to accommodate. However, it may be used without any discount.

The ticket is in the form of a book, with either pages or a strip of money coupons folded conveniently between the covers. Coupons may be of different denominations, from one cent upward, but generally are for five cents each.

The ticket is designed primarily for local traffic, but is often used under agreement between two or more connecting lines; each company interested collecting of the other the value of the coupons it takes up. This ticket, like all others of a similar nature, should have an auditor's coupon attached. It is also usually accompanied by a form of release of liability for loss, detention or damage of property while in the possession of the carrier, in those cases where the ticket is sold at a reduced rate. This release the purchaser signs at the time he buys the ticket. His signature is witnessed by that of the selling agent. At time of selling the agent detaches the release and forwards it to the proper officer.

CHAPTER XXVI.

METHODS OF BILLING EXCESS BAGGAGE: THE FORMS USED; LOCAL AND INTERLINE CARDS AND WAY BILLS; PREPAID AND C. O. D. CARDS AND WAY BILLS.

Lack of clerical facilities and the dispatch with which business must be conducted require that appliances for waybilling extra baggage and parcels should be as simple as possible. Hence, in elaborating the following system, effort has been made to reduce the clerical work of the agent to the minimum, and at the same time make the blanks as few and convenient to handle as possible. There has been no straining after something new and original. Utility has been the sole object aimed at.

It is practically the same in principle as that in use in connection with the freight and express business. It was necessary, however, to simplify and curtail the form and style of blanks very much, beside adding several new features to meet the peculiarities of the business. But, generally speaking, it is the same as the freight system, whereby charges on property may be paid in advance or left for collection at place of destination, at the discretion of the owner.

The trouble with many methods of accounting connected with excess baggage and parcels is that they make the prepayment of charges compulsory. No adequate provision is made for collecting at the place of destination. In consequence of this want of adaptability much of the business escapes payment altogether, for the reason that in many instances there is not time before the departure of trains for weighing and billing the goods and collecting the charges. Railroad companies rarely refuse to receive and forward baggage when presented upon the very eve of the departure of trains.

The printed rules and regulations of carriers require that excess baggage shall be delivered at the depot in time to be weighed and accounted for before the departure of the train, otherwise it will not be received, or will be forwarded by a succeeding train. This is the theory. The practice is directly the opposite: theoretically, an official may refuse to receive baggage unless presented at a certain time; practically, however, he dare not refuse it at all; first, because it would incense the public; and second, because rival lines would take advantage of the circumstance to injure the business of his company. European lines may provide that baggage must be delivered at the depot fifteen minutes in advance of the departure of trains, and they may be able to enforce this rule, but railroad companies in the United States would not dare to introduce such a regulation, or would not dare to enforce it if

introduced. It remains, therefore, to make the system of accounting harmonize therewith.

The methods of the freight department afford a good basis for regulating the extra baggage and parcel traffic. Their simplicity and comprehensiveness would undoubtedly have suggested them for adoption in the first place, if those in charge of extra baggage traffic had been familiar with them. This furnishes another illustration, if one were required, of the desirability of officials possessing general knowledge of traffic affairs in order to handle particular branches thereof.

One serious difference, however, exists between the freight and excess baggage traffic that must not be overlooked in comparing them or in attempting to regulate the system of the former so as to conform to the requirements of the latter. It is this: The business of the freight department is conducted methodically and leisurely; nothing is shipped until it is weighed and billed. If not delivered in time, it remains in the warehouse until a more convenient season. Neither the property nor the convenience of the public suffers materially by such a course. A day more or less is of little consequence if the goods are not of a perishable character. Excess baggage, on the other hand, requires to be forwarded by a particular train. If it does not reach the station until the bell signals departure, effort must nevertheless be made to send it forward. To permit it to lie over would be to greatly discommode a patron; more than likely lose a good customer.

A system of accounting that might operate well in the case of freight business must, therefore, it is manifest, be rearranged to meet this peculiarity of the business of passenger trains. This readaptation I have attempted. However, others will discover how it may be improved.

Excess baggage and parcel traffic require that provision should be made for the following contingencies: First, for prepayment of charges when desired; second, for collection of charges at point of destination; third, for collection of charges on excess baggage left at intermediate stations or carried beyond the stipulated place of destination; fourth, for baggage destined to stations where there are no agents; fifth, for the collection of charges on property received for shipment too late to be weighed or billed by the agent forwarding the same.

If practicable, charges should be collected by the forwarding agent; but, when pressed for time or passengers request it, property should be forwarded unpaid—i. e., collectible at destination.

When traffic is destined to stations at which there are no agents, it must manifestly be prepaid or the train baggageman must be intrusted with the collection of charges. It is desirable, in the event an unsatisfactory method of accounting for interline excess baggage traffic exists, that charges should be prepaid. In the event, however, arrangements are satisfactory, prepayment should not be insisted upon any more than in the case of freight destined to points on connecting lines.

Luggage, like freight, is good for the amount of the charges, or, if not, then charges should be collected in advance or prepayment guaranteed. Excess baggage may not only be billed unpaid under such circumstances, but, if occasion renders it necessary, money may be advanced upon it the same as on common merchandise.

When traffic destined to points on other roads is prepaid, the forwarding company should report to the lines interested the charges due them; when charges are unpaid, the receiving company should make the returns, in the absence of contrary arrangements.

The proportion belonging to the lines interested for excess baggage billed through over two or more roads is arranged the same as interline passenger business, namely, on such basis as may be mutually agreed upon. Returns of this business can be made supplementary to the interline ticket business, or separate returns may be rendered. Generally speaking, excess baggage revenue should be kept separate from that derived from passengers.

Returns of interline excess baggage should furnish all information necessary to enable the companies interested to locate each item. For all such business, trainmen of interline roads should be required to send to their respective accounting officers full returns.* The information is necessary to enable the companies interested to review the traffic and see that they receive the

*See Form No. 34, appendix.

amount due them. In the absence of instructions to the contrary, the agent at destination should collect any undercharge that may occur on interline traffic and return the same to his company, so that it may be reported to the other companies interested.

In providing a method of accounting for excess baggage, provision must always be made for the prepayment of charges. This is necessary, as it frequently occurs in the case of traffic consigned to large cities or transfer points that passengers, if subjected to delay in delivery of their baggage, will lose a conveyance or connecting train. For these and other reasons, provision is made for prepayment. But it ought to be understood that prepayment is contingent upon the delivery of the property at the station so far in advance of the departure of the train as to afford the railroad company time for weighing, billing and collecting. Except for the inconvenience likely to be occasioned passengers at the end of their route, there is no reason why charges on property should not uniformly be forwarded unpaid, i. e., C. O. D.

Agents take credit in their monthly returns, under the head of "uncollected," for the amount of any way bills charged to them on which they have not been able to make collections. The agent should also be required to forward a detailed and separate statement of such uncollected charges. It should give the date of the way bill, date of its receipt, number, point from, point to, correct weight, local charges and

advanced charges. This statement may properly be called a list of uncollected charges on excess baggage.

As already explained, it will occur in the operation of business that the forwarding agent will not have time to investigate in reference to supposed extra baggage; or he will be unable to regularly way bill such traffic. In these cases the form of way bill provided should be used.* It will reduce losses to the minimum. Its purpose is to prevent the shipment from being overlooked and thus escape the payment of just charges.

In the operations of business, instances will arise where excess baggage will be forwarded without the agents suspecting that it is such. The agent at the place of destination will not be likely to discover the neglect. If, however, he is observing, he may detect the omission. In such event he should make the collection and be governed by the instructions provided for such cases. As indicated elsewhere, the baggage check, or the information contained in the train baggageman's manifest, should enable him to locate the point of shipment.

In the rules and regulations given elsewhere, provision is made for those cases where the agent is unable to transmit to the accounting officer cash or its equivalent for excess baggage. He will be unable to do this when passengers hold season baggage franks or permits, or franks or permits good for a stipulated period, or when

* C. O. D. Way Bill; Forms Nos. 31 and 33, appendix.

the frank or permit is written on the back of a passage ticket, or when the agent is authorized, in his discretion, to frank traffic. The information furnished by the agent in such cases the accounting officer will be able to verify by records in his office.

In order to facilitate this examination, returns should be made daily to the accounting officer of all franks or permits issued; also all excess baggage, mileage or money coupons, season or commutation tickets disposed of. This information he will need constantly.

It is a general rule that baggage shall not be checked except upon the presentation of a passage ticket. It should also be the rule that when baggage is checked, the passage ticket shall be punched with a special device provided for the purpose. If this is done, tickets cannot be used twice to secure shipment of baggage.

The size and shape of the punch used for this purpose (i. e., baggage cancellation) is a matter of some importance. If it is a representation of the letter B, or combination of BC or OB, the large section of the ticket punched out is a serious objection, since experience proves that this punch can be used to obliterate the conductor's cancellation (on a ticket upon which baggage has not been checked); thus making the ticket good for passage again. A better style of punch would be one which would merely punch out thin outlines of its form, and not a large section of the ticket. A better method still for indicating that

baggage has been checked, would be to stamp the fact on the face of the ticket. For this purpose a small, self-inking rubber stamp may be used, which may be carried in the vest pocket of the baggageman. It should read "baggage checked," and in addition may show the initials of the railroad and the station number.

The way bills adapted for excess baggage traffic and accounts are few in number. They will be found, by reference to them, applicable to all the phases of local and interline business. It is desirable to reduce the number of forms as much as possible, but the number is not material, if they are concise and explicit, and arranged for convenient use.

Many different forms of way bills have been devised from time to time for excess baggage. The evolution still continues. The varieties in use are so numerous that a detailed description of all cannot be attempted. So far as this diversity is characteristic only of local traffic, it does not matter. But the methods adopted for interline business (all carriers having a common interest) should be uniform. This will be brought about in time.

To those who watch the development of forms and methods for regulating the traffic and accounts of common carriers, there is great encouragement in the activity of the associations of railway officers and others. The action taken by them may not always prove infallible, when put to the test, but their activity cannot fail to

advance the several lines of work in which they are engaged.

No department of the service, it may be said, requires critical attention of this kind more urgently than that connected with the excess baggage business. Methods must be such as to secure accuracy and concurrent knowledge on the part of two or more people. No return is complete that cannot be verified with concurrent evidence of this nature.

The interline excess baggage traffic in the United States was for many years purposely confused. The forwarding line collected the charge and retained the whole amount. This would have been well enough if the collections of the various companies had been alike, but in some cases they were very great and in others very small. The evil, however, is being remedied; but it will take many years to perfect methods of accounting that will compel each company to report to other companies interested all it collects, and at the same time enable the companies interested to enforce the checks that are necessary to determine from returns whether amounts are fully accounted for or not. This is true of every country.

Generally speaking, it may be said that extra baggage way bills should state the excess; and in the event it should not prove accurate, the receiving agent should correct the mistake and collect the amount. This is the method of handling freight, and appears equally appropriate in the case of baggage. In the case of interline

baggage, however, railroad companies in many cases in America do not enter the amount of the excess on the way bill. But returns of this business, as in other cases, should be explicit, open and full, so that all parties interested may understand the transaction and, in the event of error, be able to detect it. In those cases where the weight is left off the way bill, it is the rule to require the receiving agent to weigh the baggage and make a report thereof, and in the event the forwarding agent has not collected enough, to compel him to make good the deficiency. The practice works hardship, because in the event of undercharge it is impossible for the forwarding agent to collect it, whereas if it were collectible at the point of delivery, the agent at such place would have no difficulty in rectifying the error and making the necessary collection.

The reasons given for the adoption of this peculiar practice are set forth by the Association of General Baggage Agents under date of January, 1890:

"WHEREAS, Our experience since the adoption of the foreign excess baggage check and receipt demonstrates the fact that, when the number of passengers and the excess weight are given on the duplicate [passenger's receipt] and strap checks, the certified weight of baggage by the receiving agent is unreliable, for the reason that agents and baggagemasters, in preference to weighing baggage at destination, will compute the weight by multiplying the number of passengers by one hundred and fifty pounds (the free allowance for each passenger), and adding to that amount the excess weight given on the strap and duplicate checks, thus obtaining the total

weight of the baggage, which virtually destroys one of the most important features of the check, i. e., the checking of forwarding by receiving agents as to the actual weight of baggage; therefore,

"*Resolved*, That the excess weight of baggage shall not be given on the foreign excess baggage strap and duplicate checks; that forwarding agents are strictly forbidden to inform receiving agents in any manner whatever as to the weight of the baggage; and that members of this association are respectfully requested to omit the excess weight of baggage on all foreign excess baggage strap and duplicate checks hereafter prepared."

Another objection to the foregoing plan is that intermediate lines have no means of determining from any data that passes through their hands as to the quantity of excess baggage they carry. They are at the mercy of others. Moreover, neglect to attach the weight to the property seems to facilitate collusion between baggagemen and travelers wherever the former can be influenced in this way. It is the virtue of free and open accounting that it minimizes practices of this kind, because supervision, even if carried on irregularly, will sooner or later detect irregularities.

The form of way bill used in billing excess baggage is a card attached to the property in manner the same as the metal check. It is printed on heavy cardboard paper, and for this reason is more frequently called a card than a way bill.*

To fully equip a station for billing local and

* In the event loss is to be apprehended from way bills becoming torn or detached while en route, they may be printed on linen paper.

interline traffic, four different forms of bills are required. These forms may be designated: local prepaid; local unpaid; interline prepaid; interline unpaid.* Each form should be made with three detachable portions, i. e., should be in triplicate. One part should contain necessary information for handling and accounting, and should be attached to the strap of the check proper and so fastened to the baggage; another part (the auditor's coupon) should furnish similar information, and should be detached by the forwarding agent and sent to the accounting officer. The other part (the passenger's receipt) should also give the particulars, and should be detached and handed to the passenger.†

In waybilling excess baggage unpaid to local stations, in those cases where the ordinary duplicate metal check is used, the passenger's receipt may be dispensed with. But when the style of check used is what is known as the "shell," the passenger's receipt may be made to serve the double purpose of a claim check and receipt.‡

*See Forms Nos. 30, 31, 32 and 33, appendix.

† There is no good reason why these three portions of excess baggage way bills may not be made in triplicate, and issued at one writing by the use of carbon sheets. The portion to be attached to the trunk is the only one which requires to be made of heavy cardboard, and that could be placed at the bottom with the other two, made of ordinary thin paper, on top. They might be prepared and furnished to agents in books of one hundred or more thus arranged throughout. A form of this kind has been copyrighted.

‡ A "shell" strap check is composed of a leather strap having a loop at one end and a rectangular piece of metal at the other, the edges of the two longer sides of the latter being bent over so as to make the metal a shallow groove in which a card can be securely placed.

Local prepaid and unpaid forms are designed, of course, for local points; when charges are collected by the forwarding agent, the prepaid form is issued; when collected on delivery, by the agent at destination, the unpaid form is used. The same rules hold good with interline bills.*

As a prudential measure, it will be found advantageous to have prepaid and unpaid forms printed on different colored paper. It will lessen the danger of issuing the wrong form of way bill, and will assist the receiving agents.†

The different forms referred to herein will be found in the appendix. Reference to them will make clear what otherwise may be difficult to understand. It will be observed that the forms possess many features in common. For example, each form is numbered in triplicate; each portion exhibits the date baggage was forwarded, point of departure, destination, numbers of brass checks attached to the pieces covered by the way bill, number of passage tickets held by the owner of the baggage, and, finally, the number of pounds of excess weight; in addition to these particulars, which should appear on every way bill, local forms

* To insure collection of charges and proper accounting by agent at destination, the ticket auditor of the forwarding line should advise the ticket auditor of the destination line of the transaction. A form for this purpose will be found in appendix, Form No. 40.

† By action of the National Association of General Baggage Agents in the United States, uniform colors were adopted for the interline prepaid and unpaid (C. O. D.) excess baggage cards or way bills, respectively. Red was selected as the color for the prepaid and blue for the unpaid (C. O. D.) cards.

should specify whether charges are collected in cash or coupons. The local unpaid form should also contain a space for inserting the number of any excess baggage card attached to the baggage at the time of rechecking. This local unpaid bill has a place for both excess and total weight printed upon it (the one above the other); this is intended to provide for cases where charges are to be collected on the total weight; in every case the maker of the form indicates by running his pen through the proper word whether charges shall be collected on the excess or total weight. The local unpaid form of way bill is also provided with a place for the signature of the baggageman. This is necessary to locate responsibility when the form is issued by train baggagemen, and permits the same form to be used by agents and train baggagemen. Agents, however, are not required to sign their names to excess baggage way bills they issue, as their identity is evinced by the name of the station from which the baggage is forwarded, which appears on each portion of the form.

Interline prepaid and unpaid forms exhibit the route of the baggage precisely as it is shown on the coupon passage ticket presented by the passenger for baggage cancellation.

The practices of European companies in connection with the waybilling of baggage are generally more elaborate than in the United States. They also differ somewhat in detail. Thus, they provide for inserting the gross weight

of the baggage in the way bill instead of the excess only. Other differences might be pointed out if necessary.

For the information of the curious, a copy of the Austrian excess baggage bill is embraced in the appendix.* It covers a great deal of ground and indicates a complaisant public. For the carrier to ask his patrons to reach the station in time to have two such bills made (one for the railroad company and one for the traveler) is asking a good deal. It is a device of the Austrian government and is enforced under its supervision. Let those who advocate government management study and ponder this particular form. It is a sample of the bulk of those used under similar conditions.

* See Form No. 36.

CHAPTER XXVII.

A PRACTICAL METHOD OF ACCOUNTING FOR EXCESS BAGGAGE, PARCELS AND STORAGE; INSTRUCTIONS GOVERNING THE USE OF FORMS; RULES FOR FORWARDING AND RECEIVING, AND FOR STORAGE.

Having referred to the forms used in connection with excess baggage, it is necessary, in order to understand the subject properly, that the rules and regulations should be given in detail. They are as follows:

FORWARDING EXCESS BAGGAGE.

All passengers who, under the rules, are entitled to have baggage checked without additional charge, should present their tickets at the baggage room. Upon presentation of such tickets the baggageman will check the stipulated amount of personal baggage belonging to the owner of the ticket without extra charge.

Rates for extra baggage should be charged for all in excess of the stipulated amount.

Charges should, as far as possible, be collected at the forwarding station.

Baggage should be weighed in order to determine whether there is any excess or not.

To this end, agents will notify transfer companies, drivers of vehicles and hotel employes at their respective stations, that baggage should be delivered at the station in time to be weighed, checked and charges, if any, collected. Also, that no excess baggage received by trains

will be delivered until it has been reweighed and all charges due thereon ascertained and collected.

Whenever ordered so to do, agents will accept in payment for excess baggage such coupons, permits, franks or orders as may be specifically designated by the proper authorities. Coupons or other tokens accepted in payment of excess baggage should be carefully preserved and transmitted with returns for excess baggage. Any errors or omissions will be charged to the agent, the same as deficiencies in cash remittances.

Should an excess baggage money or mileage ticket be presented with an insufficient number of coupons, the agent will accept it in partial payment and collect the balance in cash.

Detached coupons, i. e., coupons detached from the ticket, are void, and cannot be accepted.

The covers of excess baggage tickets should be taken up by agents when the last coupons are surrendered. All coupons thus collected should be preserved till the close of the month and inclosed in a sealed envelope with the monthly excess baggage return.

If a trip frank or permit is presented, the agent should take up the same and remit to headquarters, entering its number and date on the way bill; also the name of the party by whom given; if a season frank or permit is presented, a similar description should be given

An excess baggage way bill of the proper form should be attached to all excess baggage forwarded.

Each portion of the excess baggage way bill should show the date, the stations from and to which the baggage is billed, the numbers of the metal checks attached to the baggage, the number of passage tickets held by the owners of the baggage, the excess weight, rate per hundred pounds, and amount collected, or to be collected if forwarded unpaid. The agent's record of the prepaid forms should also specify the gross weight and the excess weight.

When interline forms are used the route should also be entered in the place provided, especially on the strap check and agent's record. This should specify in abbre-

viated form the different roads over which the passenger and his baggage are to be carried, as they are shown on the coupon passage ticket.

All entries should be made with pen and ink, or copying pencil. No alterations or erasures should be made. Should an agent spoil a way bill in issuing it, he should take a new one and retain the spoiled one until the close of the month, account for it on his monthly return as void, and inclose it therewith.

Excess baggage way bills bear a printed number and are supplied to agents in numerical order. They should be issued in the same order, commencing with the lowest number.

Excess baggage way bill supplies are obtainable on requisition on the proper supply agent.

Baggagemen should keep on hand an ample supply of excess baggage way bills.

Prepaid forms should be used when charges are collected by the forwarding agent; unpaid (C. O. D.) forms when charges are to be collected on delivery at destination.

Local forms should be used for excess baggage going to stations on the same line as the forwarding station.

Interline forms should be used in forwarding excess baggage to points on other lines. Interline forms are not required at stations where coupon passage tickets are not sold.

Beside their use for the purpose of waybilling excess charges, the unpaid (C. O. D.) forms afford a convenient medium for regulating the collection of sundry other charges which accrue in connection with the baggage traffic of railways. These charges are for transfer, storage, steamship charges, advanced charges, charges for rope used in securing packages, and so on. These items should be duly specified on the various portions of the way bill to insure collection, and for other purposes.

In using the interline unpaid forms, if there should be apprehension that the strap check of the way bill may become detached from the baggage before it reaches its

destination, the agent will notify the general baggage agent.*

In the use of the local and interline forms, the strap check portion should be strung on the strap of the metal check attached to the baggage, and the number of the latter plainly entered on the former in the place provided.

If, in checking interline baggage, the metal special check holder or "shell" is used instead of the old style reversible check, the strap check of the excess baggage way bill should be inserted therein.

Should there be more than one piece of baggage belonging to the same person, only one way bill will be required. It may be strung on the strap of the metal check attached to one of the trunks, but the agent should be careful to enter thereon the correct numbers of all the checks attached to the entire lot of baggage, including the check to which the way bill is attached.

The number of passage tickets presented by persons delivering excess baggage to be checked should be entered in the space provided therefor on all portions of the various forms. Forwarding agents will save receiving agents much trouble with owners of baggage by requesting passengers to show all the tickets they have, in order that they may make this entry correct beyond all question.

Forwarding agents will recognize but one ticket in the checking and waybilling of any one lot of sample baggage belonging to commercial travelers, and will make no greater free allowance in weight than is accorded to

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* In form, say, as follows:

.....Station.....189..
.....G. B. A.....
B. B.....Checks, Nos.....to.....on No....
to-day with C. O. D. charges for.....dollars, and.....cents.
C. O. D. Check No.....
.....Agent.

The general baggage agent should thereon notify the agent at destination, thereby insuring the collection. This precaution will seldom be necessary in the waybilling of local excess baggage.

the general traveling public, unless otherwise authorized by the proper officer.

Baggage agents are required to endeavor to ascertain the real owners of sample cases presented to be checked. They should refuse to check sample cases which, by marks and other indications, manifestly belong to persons other than the ones presenting the tickets. Should an agent have reason to suspect that the owner of two or more sample cases has induced other passengers carrying no baggage of their own to present their tickets, or to let him present them, and request that such baggage be checked thereon, he will, in the event of a dispute regarding property rights, request the owners of the tickets to produce the keys to the respective cases. If they refuse to do so, the agent will be justified in presuming them to be guilty of misrepresentations, and will therefore refuse to check the baggage on the tickets presented.

Baggage consisting of two or more pieces belonging to one person should never be checked to more than one destination.

Station baggagemen should use dispatch in collecting charges and in checking, weighing and waybilling baggage. If baggage is not presented for transportation in time to admit of these matters being done in proper manner before the leaving time, baggagemen will endeavor to hold such baggage for the next train. But, in the enforcement of this rule caution should be exercised, the agent endeavoring to discern to what extent the rule may be maintained without detriment to the interests of the company.

In emergencies of this kind, if passengers insist on having their baggage forwarded at once, agents are required to make every possible effort to accommodate them. There are certain classes of travelers who intentionally come to the station late. Notwithstanding this, if the agent has time to check their baggage and put on a blank, unpaid, way bill, he should do so. In such cases he should instruct the train baggageman to fill out the bill after leaving the station, and to inform the

receiving agent of the circumstances. As a further precaution, the receiving agent should be apprised by telegraph, giving him necessary information and advising him of the number of passengers accompanying the baggage.

Should the agent not have time to put on an unpaid way bill, he will request the train baggageman to do so. This rule should also be followed in those cases when the agent receives a heavy piece of baggage just as the train is leaving, without the possibility of satisfying himself as to its weight.

Agents will under no circumstances load property subject to excess baggage charges without first checking it. Baggage arriving at stations too late to be checked should be held over until the next train. In case of dispute with passengers arising from the enforcement of this rule, agents will make a memorandum of the time the baggage in dispute was delivered to them.

Train baggagemen will carry out the directions of station baggagemen as foreshadowed in the foregoing rules.

The destination of baggage may be changed by station or train baggagemen at the request of owners, provided the owner holds a ticket to the destination desired. But no lot of baggage consisting of two or more pieces, covered by one way bill, should be divided. All pieces thus checked should be forwarded to and left at the same station.

If charges are to be collected on the total or gross weight of the baggage, the fact should be clearly indicated on the strap check of the way bill. This is especially required when the local unpaid (C. O. D.) form is issued by train baggagemen.

If baggage bearing an excess card is to be transferred or rechecked to another station, the agent will take off the card and issue another, using the C. O. D. form. The latter must fully describe the original card, giving the initials of the issuing road, form and number, and an itemized statement of all the charges. Train bag-

gagemen will not detach the original cards, but string the new card on over the other.

If baggage to be reforwarded to a station on some other road, with charges to be collected on delivery, bears a check or checks that will not carry it to such destination, the agent will recheck the baggage, issue the proper form of way bill, attach it to the baggage, or to one of the pieces thereof, and inclose the duplicate unpaid check by first train to the agent at destination. All strap checks taken off such baggage should be returned to the general baggage agent.

In all cases where passengers are ahead of their baggage, and request it forwarded to them, agents should note on the strap check the kind and number of the checks held by them. When passengers hold duplicate unpaid checks, no notation will be required.

The ticket auditor's records of all unpaid (C. O. D.) excess baggage way bills issued should be sent to the ticket auditor daily, together with any cards taken up in the rechecking of baggage. Prepaid forms should be forwarded with the monthly return.

In checking excess baggage to a station not having an agent, the way bill should be made out to the station to which the baggage is checked; the charges should be prepaid.

Train baggagemen having excess baggage for a station having no agent will find the owner, if possible, take up the duplicate checks, deliver the baggage, and take the checks and way bills to the next station that has an agent, who will account for the same on his monthly return of excess baggage. In case no owner is found, the train baggageman will put the baggage off at the first station beyond having an agent, and such agent will account for it the same as if it had been originally checked and waybilled to his station.

Train baggagemen are not allowed to collect charges for the transportation of baggage.

Station and train baggagemen are held accountable for all excess cards and way bills that are attached to baggage while in their possession.

Agents will be held responsible for the correct forwarding and receiving of baggage, and will be charged with any shortage in weight or charges due to carelessness or inefficiency of station baggagemen.

Train baggagemen are supplied with blanks arranged in blocks of one hundred for transcribing the information shown upon strap cards of other companies' issue attached to interline baggage.

A copy should be made thereon by train baggagemen of the contents of every excess card of other companies' issue attached to baggage, whether destined to a local station or a point on a connecting line. This return should be rendered daily.

Train baggagemen should keep an ample supply of blanks on hand at all times.

RULES GOVERNING THE FORWARDING OF EXCESS BAGGAGE BY FREIGHT TRAINS.—It is desirable that baggage be forwarded by passenger trains, and agents should endeavor to do this if the convenience of the owners can thus be conserved. When this cannot be done, however, baggage may be forwarded by freight trains under the rules and limitations governing the same.

Baggage forwarded by freight trains should be waybilled on regular freight way bill forms, unless a regular form of baggage way bill is provided for this purpose. Under no circumstances should baggage forwarded by freight trains be checked.

Baggage will not be carried as baggage on freight trains, unless the owner travels by the same train. Baggage forwarded by freight trains not accompanied by the owners thereof will be treated as freight, and be subject to the rules and regulations governing freight traffic.

Owners of baggage desiring to have it sent by freight trains should sign a release relieving the company from claims for loss, detention or damage.

Way bills for baggage forwarded by freight trains should be designated as special, and be numbered and

* See Form No. 34, appendix.

dated in regular order, the same as freight way bills, each month, but should not be included in the consecutive numbering of freight way bills.

Way bills should show the total weight, whether there is excess or not.

When baggage weighs more than the free allowance, the actual total weight should be shown first, then the free allowance deducted and the excess charges figured on the balance and inserted in the proper column.

Forwarding agents will give the owner the usual freight receipt, specifying thereon the total weight of the baggage and the amount of excess.

The duplicate and original way bills for baggage forwarded by freight trains should be sent to the proper officer at headquarters daily; the former by the issuing and the latter by the receiving agent.

Baggage should not be waybilled by freight trains beyond the junction point with other roads.

No baggage should be forwarded by freight trains not authorized by the superintendents to carry passengers.

RECEIVING EXCESS BAGGAGE.—Agents should not deliver any baggage received bearing excess baggage way bills until it has been weighed and charges due thereon collected.

Receiving agents will enter, in the place provided on the way bill, the total weight of baggage represented by the check numbers shown thereon. This entry should be certified to by the written signature of the person making it.

Receiving agents should examine way bills received by them, and, if an undercharge is discovered, the amount thereof should be inserted on the reverse side of the way bill and duly collected.

In the event an overcharge is discovered on prepaid baggage, the agent will make a note of the fact and report it to his accounting officer, but will not alter the way bill unless directed.

If an overcharge be discovered on unpaid (C. O. D.) baggage, the amount thereof should be inserted on the reverse side of the way bill, the proper charges collected,

and the fact immediately reported to the accounting officer.

Excess baggage stopped in transit for delivery to the owner at an intermediate station will be treated by the receiving agent in the manner provided for disposing of overcharges.

Upon receipt of baggage bearing an unpaid (C. O. D.) way bill, the agent should investigate the facts, and, if the baggage is found to be chargeable, compute the charges and collect them, making the entries on the way bill to correspond with the circumstances. If, however, the baggage be found not to exceed the weight entitled to be passed free, the agent should make an indorsement to that effect on the way bill and record, and report it accordingly.

Receiving agents should detach all excess baggage way bills upon collection of the charges and delivery of the baggage, and send them to headquarters with their monthly excess baggage returns.

Receiving agents should be on the alert to discover any baggage weighing more than the free allowance with no excess baggage way bill attached. In the event such baggage is received, charges should be collected from the point of shipment, and the fact immediately reported to the proper officer, giving the numbers of the checks attached to the baggage.

Baggage received by freight trains should be reweighed by the receiving agent and checked against the way bill. If an undercharge be discovered, enough cash should be collected to make good the shortage, and correction made on the way bill.

Before delivering baggage received by freight trains, receiving agents should require the claimant to surrender his receipt and otherwise fully identify himself as the owner of the baggage. Any loss resulting from the delivery of baggage to others than the rightful owners will be charged to the person responsible therefor.

Lost Checks, Etc.—In the event a passenger loses his duplicate metal check, the agent will make such

charge therefor as instructed by the proper authority. He will, in such cases, take a local prepaid excess baggage way bill, and write upon the face of the strap check and ticket auditor's record thereof: ".... cents collected for lost check.... No...." He will inclose the way bill and metal strap checks, together with the receipt given by the person to whom the baggage was delivered, in an envelope to the proper officer by first train. The ticket auditor's record, also bearing the same notation, should be sent to headquarters with the monthly excess baggage return duly incorporated thereon.

Station agents and train baggagemen should keep a record of excess baggage way bills received from headquarters for use in conducting their respective branches of excess traffic.

A proper way bill should be used for every transaction involving the carriage of excess baggage. No deviation from this rule can be allowed.

Every numbered way bill supplied by the disbursing officer should be accounted for.

Station and train baggagemen's records should exhibit the numbers of each form used and accounted for from month to month, and the highest numbers of each form remaining on hand.

Entries of the particulars of each way bill used should be promptly made on the proper station and other record books both by forwarding and receiving agents.

Records and returns should be so written as to show the charges collected in cash separately from those settled for by the surrender of excess baggage money or mileage coupons, trip passes, franks or permits, or season franks or permits carried by passengers. Each transaction should be entered and described on the records.

COLLECTING BAGGAGE STORAGE CHARGES.—Where it is not the general custom to collect storage on baggage, such charges should not be exacted without special instructions from the proper authority.

When storage charges are collected, a storage ticket should be attached to the baggage when put in store.

This ticket should be previously stamped in the place provided with the station stamp, showing the date; it should be again stamped and dated when property is released from store.

Storage tickets are numbered consecutively, and should be used in numerical order.

When baggage is taken out of storage and delivered to the owner, the agent will detach the storage ticket and send it to headquarters with his monthly return of excess baggage.

CHAPTER XXVIII.

ACCOUNTING FOR EXCESS BAGGAGE REVENUE: RECORDS AND RETURNS REQUIRED; RULES AND REGULATIONS.

In auditing the freight accounts of a road, the receipts of stations correspond exactly with the amounts reported as forwarded by the various stations, and the fact that they so agree is corroborative evidence of the correctness of the accounting. This check is hardly possible with the excess baggage traffic. It is only occasionally that it is necessary to correct the original extensions as entered on a freight way bill. With the excess baggage traffic it is different. The baggageman does not have the time that the freight agent does to accurately weigh the freight and bill it correctly; on the contrary, he is compelled, as I have shown, frequently to forward excess baggage without billing it at all, trusting the train baggageman to attend to the matter for him. In the haste and confusion inseparably connected with much that the forwarding agent does, mistakes are unavoidable.

These inaccuracies the receiving agent corrects, substituting the actual figures; and as the number of alterations is great, it is desirable to

avoid the labor and expense of requiring agents to make correction notices therefor.

The accompanying rules and regulations contemplate the closing of the accounts of agents on the last day of each month, the rendering of returns at that time, and the making of a careful examination and audit of the accounts as soon thereafter as possible.

Upon receipt of the return by the accounting officer, it should be the duty of that official to compare the same with the way bills as returned by agents and others, any errors or omissions being carefully corrected and the agent forthwith notified of the same.

The methods of accounting to be pursued by agents are as follows:

THE MONTHLY RETURN OF EXCESS BAGGAGE.*

Every station agent, and every agent having excess baggage coupon tickets for sale, is required to make a monthly return of excess baggage collections. This return is a detailed and classified statement of all excess baggage forwarded, and a monthly report of all forms used in connection therewith. It is, moreover, the medium provided for rendering an account to the company of miscellaneous charges collected in conducting the business of the baggage department, and embraces a statement of charges collected for storage, lost checks, etc.

If no excess baggage has been forwarded and no collections made during the month, the headings of a blank return should be filled up and transmitted.

This return should embrace a correct statement of

* See Form No. 35, appendix.

every way bill forwarded, including baggage billed free, as described elsewhere.

It should be sent to the accounting officer not later than the fifth day after the close of the month.

The form used for this purpose requires to be carefully studied. Reference to it will make perfectly clear what would otherwise be difficult to explain. Indeed, without the form to refer to, the rules and regulations governing would hardly be intelligible.

The revenue to be reported on excess baggage returns is mainly derived from four sources, namely: Local charges, interline charges, baggage ticket sales, and storage charges. All transactions arising under each head should be exhibited separately, with the requisite detail, in the places provided therefor. The rules governing the reporting of the business thus classified are here given in the order named.

Local Excess Charges.—Under this head agents will report all charges collected on baggage forwarded to or received from local stations; also charges collected on account of lost checks.

The entries exhibiting the charges collected on baggage forwarded to or received from local points should be made in station order, and the numbers of baggage checks and excess cards, the excess weight, rate per hundred weight and amounts collected in baggage ticket coupons and in cash, should be correctly entered in the proper columns.

Charges collected on account of baggage waybilled in freight trains should be reported in the same manner, writing "F. T." in the check column, and entering the number of the special baggage way bill in the card column.

Charges collected on account of peddlers' packs should also be reported here and designated as such by writing "P. P." at the right or left of the amount.

Charges collected for checks lost by passengers should be reported under the head of local charges.

The report of lost checks should be made toward the bottom of the return, and underneath should be speci-

fied, in the columns provided therefor, the numbers of the checks for which collection has been made and the numbers of the local prepaid cards issued on account thereof. The total amount collected should then be extended at the proper rate into the amount column and footed as an item of local charges.

INTERLINE EXCESS CHARGES.—Under this head agents will report all charges collected on baggage forwarded to or received from points on other lines.

The entries exhibiting the charges collected on baggage forwarded to or received from points not local should be made so as to show all the business to or from each destination separately, and the numbers of baggage checks and excess cards, the destinations, routes, excess weight, rate per hundred weight, and amounts collected in baggage ticket coupons and in cash, should be entered in the columns provided for each respectively.

In specifying the route of each interline entry, the initials of each road via which the card was issued should be plainly written in the proper order.

UNPAID (SOMETIMES CALLED C. O. D.) CHARGES.—After reporting all prepaid charges, the charges collected on baggage forwarded unpaid from local or interline points should be reported respectively in the local or interline portion of the return, under the notation "unpaid."

The same entries should be appropriately made in the various columns that are required in the case of prepaid charges; the station from which the baggage was forwarded being duly specified in the destination column.

EXCESS BAGGAGE TICKETS.—Under this head agents will report the highest or closing number of baggage tickets on hand; also the number of tickets sold, specifying the commencing and closing numbers, rate and amount in the places provided therefor.

In case tickets are sold from two lots of numbers, each lot should be shown separately.

BAGGAGE STORAGE CHARGES.—Under this head agents will report all charges collected on account of baggage storage. The commencing and closing numbers and

number of storage tickets used should be reported consecutively from month to month.

Storage tickets should be reported in numerical order and each entry should specify the number of the storage ticket, number of baggage check, date the baggage was put in store, date released, number of days stored and amount collected.

Another important thing is required to complete the detail of the return and is provided for in the table headed:

STATEMENT OF UNPAID (C. O. D.) CARDS AND BAGGAGE WAY BILLS ISSUED.—Under this head agents will report all local and interline unpaid cards and baggage way bills issued free, prepaid and C. O. D.

Baggage forwarded to local stations should be reported first, and the charges to be collected, if any, should be entered in the local column. In the case of baggage waybilled free, the way bill issued should be duly reported, and in the amount column the entry "free" should be made.

Baggage forwarded unpaid to points on other roads should be reported last, and the route and charges to be collected should be respectively entered in the columns provided therefor.

Agents should be careful not to enter herein unpaid baggage received on which charges have been collected, nor baggage waybilled to other stations prepaid. Instructions governing these matters will be found elsewhere under the head of "unpaid (C. O. D.) charges."

Agents will make no footing or recapitulation of these items.

RECAPITULATION.—After giving all the particulars specified, the details are recapitulated in the place provided therefor. The footing of the recapitulation shows the gross amount collected in excess baggage ticket coupons and cash.

The agent is charged with the latter on the company's books.

This amount should agree precisely with the amount entered to the agent's debit on account of excess baggage on his account current.

All charges collected on excess baggage discovered by receiving agents to have been underbilled, or not to have been billed at all, should be accounted for upon returns in accordance with the facts. If the shortage occur on excess baggage that has been waybilled C. O. D., or not at all, the correct figures and charges collected should be entered on the return with suitable explanation, particularly in the latter case, when the number of the metal strap check taken from the baggage should be specified. If the shortage be discovered and corrected on prepaid baggage, the card and check number should be specified, and the particulars of the undercharge given as shown on the back of the way bill.

Excess baggage traffic billed to stations at which there are no agents should be taken up on the books and in the returns of the agent at the next station beyond, and the billing agent should report it in his monthly return as forwarded to such station.

Traffic to or from the same point, but going via a different route, should be entered separately in the returns.

At stations where a copying press is used, an impression of the return should be preserved by agents.

Charges for excess baggage hauled on freight trains are embraced in the return as well as charges on baggage hauled on passenger trains. Such charges should not appear in the freight returns or accounts.*

The rules and regulations in regard to entering commencing and closing numbers, number of tickets issued and highest number on hand, for passenger tickets, are to be observed with storage and baggage tickets, cards and way bills.

The rules and regulations governing the disposition of passage tickets that are spoiled, or that for any reason are to be returned to headquarters, also govern in the

* This rule is likely to be varied at any time; indeed, charges collected for excess baggage carried on freight trains might very properly be embraced in freight earnings.

case of storage and excess baggage tickets, cards and way bills.

In order to enable the accounting officer to properly verify the returns, he requires that the papers incident to each transaction shall be sent in by agents with the monthly return.

These may be recapitulated as follows, viz.: Ticket auditor's records, or advices, of all local and interline prepaid cards issued; strap checks of all local, C. O. D. and interline prepaid cards detached from baggage received; all excess baggage ticket coupons collected, together with all the covers of tickets surrendered in payment of charges; the ticket auditor's check and release of all excess baggage tickets sold during the month; all orders or instructions which authorize any departure from the established rates or rules; all spoiled cards marked "Void;" all spoiled excess baggage coupon tickets, the same being duly and carefully canceled.

Excess baggage coupons received by agents in payment for charges should be kept apart and inclosed in a separate envelope with the monthly return to the ticket auditor. The envelope should be sealed and the contents duly specified thereon.

Agents are required to examine coupons before sending them in, to see that they correspond in amount with the sum embraced in the return.

In reference to the cash collections of agents and others for extra baggage and kindred purposes, unnecessary risk will be avoided by remitting daily to the treasurer. This is true of cash collections of all kinds.

Whenever charges are collected by agents a receipt should be given. It is a protection to the agent, to the payee and to the company.*

For the convenience of agents it will be well to provide them with a small record or pocket memorandum book in which they can note, when

* See Form No. 37, appendix.

necessary, such particulars as they will subsequently require in writing up the permanent records of the station. The little clerical work there is connected with the billing of excess baggage will have to be done, in the majority of cases, on the station platform. This fact has not been forgotten in arranging the various forms of way bill to be used, the size being so reduced, compared with ordinary freight way bills, that they can be carried without inconvenience or soiling in the pocket of the agent. In those cases, however, where a stub is attached to the way bill, to be filled and detached by the forwarding agent for purposes of record, the memorandum book in question is unnecessary. It is, however, valuable for recording other collections of a miscellaneous character, and a portion of it should be set apart for that express purpose.

To complete the system described, and at the same time secure a necessary check on the excess baggage carried, train baggagemen should be required to report to the accounting officer the particulars of each and every traffic way bill carried by them. This return should recite the date of the way bill, number, where from, where to, weight, local charges and prepaid charges. This return, it may be said, is indispensable to the accounting officer; in the event agents and others should unintentionally omit to report way bills, the information afforded by it will enable the accountant to discover and correct the omission. It is also a record of interline business, and is

valuable to the lines intermediate between the billing and receiving companies.

Train baggagemen should also be required to render a monthly return to the accounting officer of all way bills issued by them. The rules prescribed for the government of agents in the making of excess baggage returns apply to train baggagemen.

BOOK III.

EXPRESS AND MAIL SERVICE.

CHAPTER I.

EXPRESS AND PARCEL TRAFFIC: WHAT IT EMBRACES; AMERICAN AND EUROPEAN METHODS COMPARED.

The parcel traffic is the least bulky, and relatively the most profitable to handle, that a railway company has. It is made up of petty items that, while individually of little importance, are yet in the aggregate of great value and of a character that can pay higher rates than ordinary freight.

The parcel traffic embraces the transportation and partial insurance of property (save baggage) carried on passenger trains. It also includes the collection of accounts, the execution of papers, and the handling of documents and valuable letters. The industry that is embraced in America under the head of express business is known in England as the Parcel Traffic. It is not material which designation is used. The carrying of parcels, however, is a peculiar feature of the business and, consequently, the British designation is an appropriate one. But as the parcels are carried in the United States by special messengers, the use of the term Express in that country is

also appropriate.* Messengers are, nowever, not always provided.

While the parcel traffic is relatively very profitable, it is not as productive as formerly. The introduction by governments of money order departments in connection with the postal service, whereby people are able to remit sums of money through the mails for a merely nominal fee, has reduced the demand upon private companies for services of this kind, besides necessitating reductions in rates. The express business has been still further reduced by the enlargement of postoffice facilities to embrace the handling of what is known in America as fourth class matter.† This class of business was handled wholly by the express companies formerly. The parcel traffic has also been further depleted by the use in the freight service of refrigerator cars and the introduction of fast freight trains and other improvements of the freight departments of railroads.

In the carriage of merchandise by freight trains carriers base their rates primarily upon tonnage, length of haul and the space occupied. In the passenger department the questions of speed and space are all-important. Care and insurance also form prime elements.

* "An express messenger on a train; a messenger sent on a special errand; a courier; hence a regular and quick conveyance for parcels and the like."—*Webster.* "That which is sent by an express messenger or message."—*K. Charles.*

† Merchandise, minerals, agricultural and horticultural products, advertising matter, works of art, etc., in packages weighing four pounds or under.

The parcels that make up the traffic of express companies embrace articles too valuable to be entrusted to the comparatively rude appliances of the goods department. The business includes property that requires quick carriage and the guardianship of a trustworthy messenger. A large part of the parcel traffic, except for these conditions, would seek the slower and cheaper freight trains. Especially would this be so with vegetables, fish and game.

A profitable branch of the service is comprised in the collection of notes, drafts and accounts; also in the attention given to the execution of deeds, conveyances and contracts; in the transportation of gold and silver coin, bank notes, currency, deeds, contracts, bullion, precious stones, jewelry, watches, clocks, gold and silver ware, plated articles, costly pictures, statuary and other articles of *virtu;* in the carriage of musical instruments, laces, furs, silks, china, stained glass, birds, valuable animals, delicate fruits, fresh vegetables and fish. The carriage of deceased persons is an important source of revenue.

The carriage of milk forms a part of the parcel traffic performed by passenger or fast express trains. As a rule, however, this business is conducted directly by the railroad companies, and they therefore derive the profit. When traffic from this source is sufficient to warrant it, special cars and trains are provided for its accommodation; the cans are brought to the city in the morning full and returned during the day empty.

The rate in one direction covers the service both ways.*

The distribution of newspapers, magazines and books forms a large part of the business. The great dailies, and many of the weekly papers, are distributed in this way. The business is easily handled, and each year adds to its value. The risk is unimportant. The traffic is therefore especially desirable to the carrier.† In handling business of this description, promptness is one of the chief requirements of the service, as a delay of a few hours is sufficient to render the property valueless in many cases. The conduct of the business requires watchfulness upon the part of the carrier, and involves precision, harmonious action and efficiency. All these are happily combined in the conduct of the service.‡

* The machinery that has been devised for keeping accurate account of the milk traffic may be said to be practically perfect. It is direct and extremely simple and inexpensive, and consists of consecutively numbered tickets attached to the cans. To obviate the difficulty that arises in consequence of the cans not being uniform in size, tickets are provided for the various grades; these tickets are tied through an eyelet to the can at the starting point and are canceled by being torn off when the milk is unloaded from the car.

† To accommodate this business stamps of different denominations are prepared and sold to the various newsdealers. These stamps are attached to the packages containing the printed matter, and are canceled when used.

‡ In England, parcels containing newspapers only, weighing twelve pounds or less, are carried by the railroad companies for a charge varying, according to weight and distance, from two to twenty cents, prepaid by stamps, and when weighing over twelve pounds, at half the ordinary parcel rates, either prepaid or collectible at destination. Periodicals published at intervals

The carriage of common freight of a heavy or bulky character on passenger trains is avoided by railroad companies. The expense attending its movement is too great. It is, beside, not practicable to provide the necessary facilities for handling the business.* The profits of the parcel traffic, as before remarked, lie in the handling of small and valuable packages, and in the adjustment of accounts. The collection of notes, indeed, forms a more general and lucrative source of income than is commonly supposed. It embraces the accounts of banks, collecting agents, insurance companies, manufacturers, jobbers, traders and others, and requires in its prosecution the utmost tact and fidelity.

The parcel traffic, while not so complicated, nor presenting so many difficult problems as the freight business, is nevertheless extended and intricate, and requires for its successful handling business ability of the highest order. Its successful operation embraces all the diverse features

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not exceeding one month are conveyed at half the ordinary parcel rates, with a minimum charge of eight cents. Packages of such periodicals containing single copies or several copies, are taken, irrespective of distance, on the lines of the company at one cent per copy, prepaid by stamp. Special rates are also made on periodicals in van loads. All these rates are made at owner's risk, and do not include collection or delivery. To prevent fraudulent use of these rates, packages are required to be open at the ends and subject to inspection.

* In the United States the high rates exacted of the express companies leave them little or no margin for doing this class of traffic, and it is only in exceptionally urgent cases that such property is offered as express matter.

governing carriers, including the manifold theories and practices common to transportation companies. Beside this, it embraces many of the features of a banking house, and requires for its agents men familiar with regulations governing the making of notes and drafts, the rate of interest, the liquidation of contracts, the protesting of paper and kindred services. The satisfactory discharge of these manifold services requires definite and extended knowledge and integrity of the highest order.

While the parcel traffic has been a source of wealth to the express companies of the United States, it is doubtful whether, if it had been conducted by the railroad companies, it would have afforded them similar profit, for the reason that the *minutiæ* attending it require attention to details that the business of a railroad company rarely receives.

Some of the objectionable features of the traffic, when carried on by railroad companies directly, have been noticed in connection with the baggage business. The parcel traffic is fragmentary in character; made up of innumerable items of small amount. Many of them seem hardly worthy of regard when compared with the transportation of goods and the carriage of passengers, and would undoubtedly be so considered in many cases by those in charge of the affairs of these larger and more lucrative departments of the service. The inability of the railroad companies of America to successfully grapple with the

minutiæ of the traffic of sleeping and drawing room cars (so necessary to their profitable working) has been so marked that, reasoning from analogy, we are justified in doubting whether they would manage the parcel traffic any better. In the conduct of the latter by companies formed for the purpose, business is considered with direct reference to its income, and expenses are governed accordingly. This must necessarily be so, as they have no other source of revenue. On the other hand, small ventures of this kind, when directed by railroad companies, are not so carefully watched and it often results that very little attention is paid to the relation that expenses bear to income.

The methods of accounting of the express companies are in harmony with the nature of the business, and simple and economical in the extreme.

Charges are, as a rule, collected at the point of delivery, the returns of the agent at such place being verified by the accounts of others. Shipments are rarely, if ever, made unless accompanied by a way bill. This necessary rule is not always observed by railroad companies in handling freight.

In the operations of railroads, when branches of business corresponding to the parcel traffic are operated directly by them, being relatively small as compared with the passenger and freight business, they are too often placed in charge of minor officials; officials not only lacking in experience

as compared with those in charge of the express companies and sleeping car lines, but, as a rule, denied adequate authority to prosecute the affairs of their departments successfully. Others more influential trespass upon their domain and use its facilities to aggrandize the business of the departments under their charge. The result is to weaken and demoralize the lesser department without bettering the greater, or rendering it any service that could not be dispensed with. If in the operation of businesses like the parcel traffic, railroad companies would require minute organization and appoint officials equal in administrative ability to those in charge of other departments, they might be conducted directly by the railroad companies to advantage. In the past, however, their operations of this kind have, in the main, been characterized by directly opposite practices.

The working of the parcel traffic by companies organized for the purpose has had the effect to leave the fragments of business that they do not find profitable without any provision whatever in many cases. This was the case in reference to the transportation of baggage in excess of the legal limit. It is also true in many instances of the innumerable articles that find their way into the baggage car upon non-express trains. The items are so small, separately considered, that the need of organization and co-operation among railroad companies for the purpose of collecting charges thereon is not so manifest as in the

freight and passenger department; nor, indeed, as manifest as it would be if the express traffic as a whole were carried on directly by the railroad companies. In the case of excess baggage, one company is frequently deterred from enforcing requisite rules because a neighboring line does not make any charge for such business, or is lax in doing so. And in the case of merchandise that is franked as baggage, the amount is so small that it does not seem to justify effective and concerted effort, or, if effort is made, it is rendered abortive by the practices of competing lines.

If the baggage and parcel traffic could be consolidated under one head and subject to the control of officers who understood the principles of the business and had a general acquaintance with the transportation service, including its methods of accounting, and were, besides, clothed with authority to make their wishes respected, much of the business that now escapes the payment of any charge whatever would be made to pay its just proportion.

An obstacle in the way of the baggage department, and through it the limited parcel traffic handled by railroad companies, is the subordination in which its officials are held. In many cases they are merely appendages of the passenger or freight department. The baggage and parcel traffic may be made more productive by changing all this. Those in charge should be men of good executive ability and experience,

not only in their branch of the service, but in collateral branches. Too much stress cannot be placed upon the latter. Indeed, general knowledge of methods of handling traffic is necessary to enable those in charge of any particular branch of business to perform their duty with the highest efficiency.

The conduct of the express traffic is attended with many expenses not known to the freight business. In the large cities the carrier is obliged to traverse the streets from door to door for the purpose of collecting and delivering goods. Convenient offices, accessible to the business community, are also needed in handling the traffic, and capacious vaults must be at hand in which to store valuable articles. Agents, accountants and laborers of capacity and tried experience are required to transact its business and protect its depots; and, finally, property while in transit must be accompanied and kept under the immediate eye of skillful and trustworthy messengers. Not the least important of the special expenses of the parcel traffic is the exceptional speed that characterizes the conduct of the business and the valuable space it occupies. In these latter respects the traffic occupies the same relative position that a passenger does, and pays correspondingly.

Many of the expenses that attend the conduct of the parcel traffic by separate companies might be reduced, and in some cases avoided, if the business were carried on directly by the railroad

companies. On the other hand, the former are oftentimes able to compass results at a less expense than the railroad companies would be able to do. This is true in regard to the managing force, many distinct lines contributing to its maintenance, thus minimizing the cost to each. This, however, would not operate against a railroad company whose lines were so extended as to constitute a system. Indeed, all the advantages that operate in favor of the express company as against the railroad company cease when the extent of the latter's lines reaches a point where its parcel traffic is such as to require the undivided attention of a corps of officers; where, in fact, it constitutes a system; always provided the railway company is able to conduct the business with the ability and vigor that characterize its operation by separate companies. In the case of short and isolated railway lines, however, the superior organization of the express companies, and the great concentration of business in their hands, will always enable them to carry on the business more effectively and economically than the owners of the railroad lines would find it possible to do. An advantage the express companies have is noticeable in the handling of property in large cities, where separate offices, distinct from those required to do the freight and passenger business of the railroads, are needed. The express companies, in such cases, are able to apportion the cost among several lines. In the same way, and because of the great volume of

their business, they are able to utilize their force to better advantage than a railway company would ordinarily be able to do. On the other hand, if the business were carried on directly by railroad companies, they would be able in many cases to make the train baggagemen perform the duties incident to both the baggage and parcel traffic, where two men are now employed. They would also, in many cases, be able to add the duties incident to the express business at the smaller towns to the duties of their agents without overburdening the latter, and in all but the larger cities the business could be concentrated in the same building with the baggage and ticket business, thus avoiding expenses now separately incurred for rent, fuel, lights, etc. Generally, however, the responsibilities that attend the handling of the parcel traffic are so peculiar that there cannot be any wide division of duty. The business must be restricted to particular agents and employes, whose fitness has been carefully considered in advance.

The conduct of the parcel traffic by distinct companies organized for the purpose and monopolizing a large section of country has other advantages than those named, as compared with the conduct of the business by the railroad lines. In the former case transfers of parcels at railroad junctions are avoided, and the delay and liability of loss in consequence thereof is lessened. Responsibility also is more direct and explicit where business is concentrated in a few hands.

There can be no doubt that interline business is conducted more expeditiously by express companies than it could be by the railroad companies. Other influences operate in favor of the express companies. While they are held in check by the mercantile classes and the concentration of rival lines at all the great trade centers, they are comparatively free from the devastating competition that has impoverished so many railroads. They are, consequently, able to provide facilities for conducting the business expeditiously, and employ competent agents to carry it on, and at the same time return a fair rate of interest on the capital invested. It is hardly reasonable to suppose that the express traffic, if carried on directly by the railroads, would be free from the disturbing elements that have so injuriously affected all other important sources of revenue which they possess. Until these disturbing elements are eliminated or brought under better control, the express traffic as now conducted is more secure in its results and more productive to the railroad companies than if carried on by them directly. If, however, the business could be organized by the railroad companies under officers as competent as those now in charge (with power to develop its resources in all directions) and able at the same time to avoid destructive competition, then the business could be conducted more advantageously in many respects by the railroad companies than by anyone else.

As already stated, the parcel traffic requires for

its successful operation a carefully selected and well drilled organization, and attention to detail not usual with the business of railroads. Several railroad companies in the United States have at different times attempted to carry on the business directly, but without marked success. Doubtless the opposition of the express companies has had something to do with the failure, but still more manifest has been the inability of those in charge to grapple successfully with the subject.

The relation that express companies bear to the community is, as already intimated, that of common carriers generally; their relation to railroad companies, such as are specifically defined in the contracts under which they do business. "The legal status of the express companies is undoubtedly that of common carriers, and such they have frequently been held to be, although in connection with the carrying business they may perform other services. . . . They contract with the railway companies for necessary facilities on their trains, either by renting so much car space, or by paying a certain price for estimated or actual weight of freight or (which is the most usual method) by an agreement for the division of the gross earnings received by the express company, for its entire service in respect of the article transported. The reason why special contracts are necessary in reference to this kind of business is obvious. The transportation required is of a kind which must, if possible, be had for the most part on passenger trains. It requires not

only speed, but reasonable certainty as to the quantity that will be carried at any one time. As the things carried are to be kept in the personal custody of the messenger or other employe of the express company, it is important that a certain amount of car space should be specifically set apart for the business, and that this should, as far as practicable, be put in the exclusive possession of the expressman in charge. . . . Each railroad company, as a general rule, only admits one express company to the use of its express facilities, so that on any particular line of road the express company has the same monopoly and control of its traffic as the railroad company has of its ordinary freight traffic. Nor is there any peculiarity in the express traffic, or any distinction between it and many kinds of common freight, except in the method of transportation. . . . Usually the contracts between the railroads and express companies provide that the latter shall not carry such articles as may conveniently be taken as ordinary freight, except at rates considerably higher than first class railroad freights. It is easy to see that but for this limitation on its charges, the express company might easily, by sufficiently reducing its rates, take from the railroad a very large proportion of its most valuable and hence most profitable traffic."*

The conduct of the parcel traffic by express companies is a tacit acknowledgment by railroad companies that the former are able to do the

* W. D. Dabney, "The Public Regulation of Railways."

business more effectively than the latter. Otherwise the express companies could not pay the royalties they do and still make it profitable.

The conduct of the express business abroad directly by the railroad companies indicates one of two things: either that the railroad companies have a better organization for purposes of carrying on work of this kind than in America, or are not particular as to results.

The wants of the parcel traffic are practically the same in all commercial countries.

Some who advocate the carrying on of the express business directly by the railroads claim they would be encouraged to solicit the carriage of goods by passenger train, at high prices, that now go by the slower and more economical freight trains. This is only partially true. The arrangement of the railroad companies with the express companies specifies the character of business which the latter shall have. It embraces traffic that naturally seeks transportation by passenger trains.

The basis upon which the express companies do business with the railroad companies varies upon different roads according to the extent and character of the traffic. Upon the bulk of roads the price is so much per diem for a stipulated amount; this may be called the minimum; when the volume of business it provides for is exceeded an additional charge is made.

Of the adequacy of the security the express companies afford the public there can be no

question. They carry the valuables of the community and in many instances those of the railroad companies as well. The principal express companies in the United States touch many of the great commercial centers, and are thus able to do much of the business that is offered without the intervention of other organizations. This fact adds to the security, and also to the convenience they afford, as in the event of loss or damage settlements can be made without the intervention of others. Ability to do this is an important consideration, as compared with an organization made up of several distinct companies requiring to be consulted before action can be taken on claims that affect more than one of their number

The measure of success that characterizes the conduct of the parcel traffic by separate organizations is dependent upon the good will of the railroad companies, and while the latter cannot, perhaps, exclude express lines from their roads, still there is nothing that can prevent them from carrying on the business independently of the express companies, if they see fit, in the absence of any contract to the contrary; and the fact that this is so in a measure places the express companies at the mercy of the railroad companies. That this power is not likely to be abused the past history of these organizations demonstrates.

The rates of express companies do not increase or decrease in the same ratio as for common

freight. This is due to environment; more particularly restricted facilities. The bases are speed, distance, quantity, space, value and character of property. Releases are taken for perishable property, as usual with common carriers. One hundred pounds is the unit of service for merchandise. Packages weighing more are charged on this basis; those weighing less, relatively higher. No package is taken for less than a minimum sum, generally twenty-five cents.

The merchandise rates of express companies are in the neighborhood of three hundred per cent. higher than those of railroad companies for carriage of goods by freight. In determining rates an additional charge is made for value, when they exceed a certain amount, say fifty dollars. Light and bulky articles carried by express are charged, relatively, very high. Looking glasses, picture frames, statuary, etc., are three times the regular rate; plate glass and showcases, twice the regular rate; poultry, when in coops, twice the regular rate; and life stock from one and one-half to three times the regular rate. The rate for corpses is double the first class passenger fare.

In the carriage of extra baggage railroad companies do not make any distinction, as a rule, between goods that are valuable and those that are not, nor between those that are light and bulky and those that are the reverse. These dis-

tinctions are rarely, if ever, overlooked by express companies. Indeed, they form, and properly so, an important element in determining the rate.

In making rates on money and valuable papers the charge is based by express companies on value. Distance is considered, but not to the same extent as on ordinary parcels. The rate for one thousand dollars in currency is the unit; sums over this amount are charged on this basis. On smaller sums an arbitrary rate is made proportionately higher than the rate per thousand dollars, but modified to meet the low rates of the government on postal money orders and registered letters. In the transportation of gold and silver the element of weight counts; an additional charge per thousand dollars or fraction thereof, as compared with currency, is made. The addition for gold is in the neighborhood of twenty-five per cent.; for silver double that for gold. Papers which can be replaced in case of loss are charged a fraction of the rate for currency. When papers are received for collection, a fraction of the currency rate is charged for carrying the documents and making the collection, and full currency rates for carrying the money; when, however, papers taken for collection have a specific value, for which the carrier would be liable in case of loss, such as bonds and coupons, currency rates are charged both ways. When goods are sent to be collected for on delivery, regular rates are usually charged for the trans-

portation of the property and for the return of the money.*

Rates governing the parcel traffic are affected by extent of traffic, its character, length of haul and nature of competition. What I have said is to be accepted qualifiedly, or as representing averages only.

* In the regulations governing the transportation of parcels, it is understood by those having the conduct of such business that in billing matter designed to points on the lines of other companies the through price is to be inserted when it is known, otherwise agents bill only to the junction points of their respective lines.

CHAPTER II.

EXPRESS SERVICE IN THE UNITED STATES: METHODS OF EXPRESS COMPANIES; RECORDS AND RETURNS; SETTLEMENTS AND ACCOUNTS.

The parcel traffic, as already intimated, is carried on in the United States partly by the railroad companies and partly by express companies. The major part of the business handled by railroads is made up of excess baggage and the parcels that find their way into the baggage car. The great bulk of the business is handled by the express companies, and while the following regulations apply in the main to the traffic generally, they have reference here only to the business of the express companies.

As already explained, these companies undertake in connection with the carriage of packages to collect notes, drafts and accounts. This feature of their business finds great activity in towns where there are no banks or agencies for collecting debts. In many cases the express companies are made the agents of owners to collect the value of merchandise before delivering the same to the consignee.* In this way the seller is secured

* This is called C. O. D. business. In such cases the invoice or bill (inclosed in an envelope) accompanies the property. When collections are to be made, it is required that the amount

against loss, while the express company derives revenue from the carriage of the goods and also from the collection and return remittance. Not only does the carrier collect the cost of the goods, but, when directed, also includes incidental charges, cost of carriage, collection and transmission of the money to the consignor.

As a precautionary measure, the express companies require the identical money collected by an agent to be remitted. The responsibility is thus fixed, and in the event counterfeit money is paid it can be definitely traced. Other advantages also accrue from the practice.

In making collections, the express agent acts as the attorney of the person employing the express company, and he carries out the wishes of such person, protesting paper in legal form

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to be collected shall be marked on the way bill, and on the property and envelope as well. Sometimes the property is subject to the inspection of the consignee. If refused, it is customary (unless instructed to the contrary) to notify the forwarding office (holding the property meanwhile) so that the sender may be consulted as to its disposition. "When a consignee cannot be found, or refuses to receive parcels which have been booked to him, the sender shall be immediately advised, and the parcels are not to be returned to the sending station until the sender's instructions have been received. If the consignee tenders a consignment, ordering the parcels to be returned or otherwise disposed of, he must first pay the carriage and sign the delivery book; otherwise his consignment must not be accepted. In the case of fish, fruit and other perishable articles, when consignee cannot be found, or refuses to accept them, it is the duty of the receiving station to sell them immediately, and any company returning such articles to sending station shall be held responsible for all loss arising from such a course of action."—*Regulations, Clearing House, England.*

when required, and performing any other necessary acts that may be demanded.

The express companies, through their agents, give a receipt specifying the value of each package received. This is necessary to protect the carriers against excessive claims in the event property is lost; moreover, it estops persons from presenting fraudulent claims on the plea of having delivered property for which no receipt or other evidence of possession was given in return.

A general supervision of the express business is exercised by division superintendents much as the local affairs of railroad companies are looked after by corresponding officers. The division superintendent has immediate charge of the servants of the company, adjusts claims, and performs many important functions corresponding to those of the traffic managers of railroads.

The property of each company, including its traffic, is under the immediate care of the agents at the various stations.

The companies employ experts, called route agents, whose duty it is to examine, from time to time, the affairs of the various agencies, and see that their accounts are kept in accordance with the prescribed form, and that they duly account for moneys coming into their possession.

The servant of the company, who has charge of traffic while en route, is called a messenger. He receipts to agents for the property they

deliver to him, and exacts similar receipts for property turned over by him.*

In the operations of business the work of receiving and delivering packages is performed with so much celerity, at the stopping places of trains, that the receipts that pass between the agent and the messenger are receipts in name only. A minute examination of each parcel for the purpose of seeing that it corresponds with the receipt would require time; this is not granted. The result is that agents and messengers virtually receipt only for the number of way bills delivered to them. Afterward the parcels are examined in detail, and, if not found to agree with those called for on the way bills, explanations are demanded.

Good faith as between man and man enters very largely into all the transactions between the officials of an express company, more largely, perhaps, than in any other business of equal

* "It is the duty of the guards to ascertain that the parcels delivered to them for transmission, as well as all carriages, horses, dogs, cattle, etc., correspond with the entries on the way bills handed to them, and to report, specially, to the superintendent all irregularities. They must count the parcels and compare them, as far as the time will allow, with the way bills; and at their arrival at each station they must count out the parcels to be left there, and they must, themselves, give them to the persons appointed to receive them, and at the end of the journey the guard must remain at the station and count out his parcels, and give every assistance in the transfer of them to the parcels officer, whose signature he must at once obtain for their proper receipt; the guard is held responsible for the parcels intrusted to him at the time of starting and during the journey." —*Great Northern Railway, England.*

magnitude. It is thus of the utmost consequence, not only to the company, but to its servants, that great care should be exercised in introducing new men into the service. A rogue may not only seriously cripple the company by his depredations, but quite likely bring upright associates into serious and undeserved disrepute.

As greater time is allowed for waybilling and accounting for express traffic at the starting point, a more elaborate system of accounts is possible than that devised for excess baggage by railroad companies. It is understood by the community that the immediate forwarding of their property by the express companies is dependent upon their allowing officials a certain margin of time before the departure of trains in which to perform the clerical work required.

The forms employed by express companies in their business conform generally to those in use in connection with the freight traffic of railroads. Such changes and modifications are made, however, as the nature of the business and the necessity for dispatch require.

The general books railroad companies need are equally applicable to the wants of express companies.

The agencies of the express companies are classified under three heads—reporting, half reporting, and non-reporting offices. The first, regularly waybill all property forwarded, and make returns of all business forwarded and received.

The half reporting agency makes returns for either the business forwarded or received, as may be directed. If the returns are for business received, then no regular way bills or returns are made by it for the business it forwards, such bills and returns being made by the messengers.

The third or non-reporting office makes no returns to headquarters, nor does it regularly waybill the traffic it forwards. So far as the general accounts and books of the company are concerned, the agencies on either side of the non-reporting offices receive all business of such non-reporting offices. The business forwarded from such offices is delivered by the agent thereof to the messenger with a memorandum way bill; from this the messenger waybills the property. But in place of inserting the name of the forwarding station in the way bill he inserts his own name. At the end of the week, or as often as required, he makes returns to the company (the same as an agent) of way bills made by him. Accounts are thus kept both with agents and messengers, as cases require.

Business destined to non-reporting offices is waybilled to the first reporting station beyond, but the messenger leaves the property with a memorandum or duplicate bill at the non-reporting office, and collects the charges of the agent at such office at the time of making the delivery, or subsequently, as may be agreed upon. The charges thus collected the messenger leaves with

the way bill at the station to which the property is billed.

The same principle of accounting is observed at the half reporting offices. Some of these offices report business received, the traffic forwarded being waybilled and reported by the messenger, as already described; others waybill and report the traffic they forward, while the business they receive will be waybilled to, and reported by, offices on either side of them. The volume of business regulates the nature of the agency.

The effect of the system of half reporting and non-reporting offices is to greatly lessen the work of the agents at such places, while the number of returns received at the home office is materially lessened and, in consequence, the accounts required to be kept upon the general books of the company are reduced correspondingly. The system of offices described is peculiar to the express companies; railways require reports from every station where there is an agent.

As the class of agencies of express companies is constantly changing, messengers are required to conform thereto. For instance, if freight should, through mistake, be billed to a station that had previously been a reporting office, but had been reduced to a non-reporting office, the messenger would not deliver the way bill, but would carry it to the next reporting office, leaving a duplicate bill only with the freight.

The form of way bill used by the express companies is adapted to the requirements of

their business.* The method of numbering their way bills oftentimes differs from that of railroad companies. The latter commence with number one on the first of each month, the bills following each other consecutively. The express companies commence with number one on the first of January, and all bills made on that day are numbered one; all on the second day are numbered two, and so on through the year. If a day passes without any way bill being made, the number for that day is not passed, but the number is continued where left off. At the larger stations two series of numbers are sometimes used, one for freight and one for money packages. When this practice is pursued one series will commence with number one, while the other series will perhaps commence with five hundred.

In waybilling, valuable packages, other than those inclosing money, are frequently entered upon money way bills, but this is only when the element of weight is of so little importance as to practically cut no figure in fixing the rate.

EXPENSING (ADJUSTING DIFFERENCES).

Among the many makeshifts for saving labor, the device resorted to for adjusting differences between agents, and between agents and the home office, is worthy of notice. Those familiar with the manipulation of traffic accounts know that the amount entered upon a way bill in the

* See Form No. 38, appendix.

advance charges column is credited at the home office to the forwarding agent and debited to the receiving agent. Accordingly, in the express business, if Agent Doe owes Agent Roe, the latter will make a bill reading from his station to the former's, inserting in the advanced charges column the amount of Doe's indebtedness to him. In auditing the accounts at the home office, the same rule is observed. The term "Expensing" is used by the express companies to designate this peculiar form of transaction.

In prosecuting the parcel traffic, contracts are made by the express companies with railways, bankers, merchants and others, as the exigencies of business suggest, by which the first named agrees to transport express matter for a specified sum. These are called season contracts, and in waybilling property coming under this head, the charges column of the bill is left blank, "S. C." (season contract) being entered under the head of "Remarks."

In reference to agents' records and returns, the following comprise the principal ones, not including those already enumerated. The forms vary somewhat with different organizations, but methods are practically the same with all.

1. Agents are required to keep a record of notes, drafts and accounts forwarded by them for collection. This record provides for: date sent, in favor of, on whom, where payable, with what

payable, amount, when returned, remarks. The column "when returned" remains blank until the collection has been heard from, consequently the form represents at a glance the accounts in course of collection.

2. The "out trip book" is a record in which the way bills for property forwarded are copied. The columns correspond exactly with those of the way bill referred to.* At the head of the page the number of the balance sheet that embraces the business which follows is entered for purposes of reference.

3. The "in trip book" is used for copying all way bills received. It corresponds with the "out trip book," except that two columns are added for "Signature acknowledging receipt of package" and "By whom identified." The signatures in these columns, opposite the description of the packages, are the evidence of the delivery of the property by the company.

4. A form of blank which agents use in giving a receipt for express charges collected by them.

5. "Abstract of bills forwarded." The name of the office making the abstract is inserted at the top, also the time for which the abstract is made and the number of the balance sheet in which it is included. The columns of the abstract provide as follows: for the number of the way bill, its date, where to, the total amount of the advanced charges on the way bill, the total amount of the express company's charges, the

*See Form No. 38, appendix.

total amount to be collected, and finally a column for "prepaid" business. The footings of this abstract agree exactly with the "out trip book" described.

6. "Abstract of bills received, including an account current, or balance sheet."*

The last named is intended to embrace way bills received since the date of the last return (way bills for different months not being included in the same abstract). The aggregate footings of such way bills should harmonize with the totals, as shown on the "in trip book."

It is required that stations be entered in alphabetical order.

7. The balance sheet referred to embraces a summary of the affairs of the agent, viz., the balance brought forward from the last account made up of uncollected charges, cash, etc., total unpaid charges on way bills, as shown by the abstract of bills received, amount of prepaid charges collected on business forwarded. These are the debits. On the credit side there are: the total amount of charges advanced on bills forwarded, the total amount of cash remitted to the home office, the amount of "deductions" as explained upon the way bills and entered on the abstract of bills received, the total amount of charges remaining uncollected at the time of making the return, the amount of vouchers for services of employes paid from proceeds of agency, etc.

* See Form No. 39, appendix.

No complete recapitulation can be made here of the items appearing in the balance sheet, as they will increase or decrease as the importance of an agency increases or decreases.

In reference to the amount due the company, and necessary to balance the account of the agent, it is transmitted to the treasurer at the time of making the return.

In addition to the blanks enumerated, agencies are provided with record books, in which they copy the returns forwarded by them from time to time.

The forms described embrace substantially the traffic returns of express companies. In connection with these, however, there are many auxiliary forms of minor importance. But, as already explained, they are not materially different from those used by railroads in connection with the passenger and freight traffic, and consequently need not be again described here.

In reference to methods of accounting pursued by express companies, differences more or less marked occur, but these differences are of form only; the principles observed are the same with all companies.

In concluding what I have to say in reference to the parcel traffic, it is proper to call attention to the fact that the relation receipts from this source bear to receipts from other sources of business is not to be determined from the exhibits made by railroad companies. For while earnings tables embrace substantially the same

class of receipts under the heads specified, on all lines, they are only approximately correct in the divisions they make, for the reason that different classes of business are so interwoven that no accurate division can be made. Thus, earnings credited to passengers not only embrace the amount collected for carrying the passenger, but also the amount received for transporting baggage. Further, the amount received by railroad companies for the carriage of mail and express agents, newsmen, peddlers, and so on, clearly forms a part of the receipts of the passenger department, although not credited to that branch of the service; the charge for carrying these people is included in the larger charge for something else. The earnings of the freight department also sometimes embrace receipts for goods carried by passenger trains, such as milk, fish and parcels. Miscellaneous earnings also include charges that, under a more rigid construction, would be embraced under other heads.

The amount set down abroad in the earnings tables as parcels receipts covers all earnings on property carried by passenger trains. Express earnings are generally supposed to cover the same thing in this country, but in the majority of instances they only include the amount paid to railroads by the express companies; they might with propriety embrace, in addition, the amount derived from the carriage of baggage and the amount collected for property carried on non-express passenger trains, collections from ped-

dlers, etc. When the parcel traffic is carried on directly by the railroad company, no reason exists for separating the receipts just named (except in the case of baggage), and we may consequently expect to find these receipts grouped under the head of Express Earnings. But when an express company collects for a part of the traffic carried on passenger trains and the railroad company collects for part, then the receipts of the latter will appear under some other head.

The methods of accounting adopted by railroad and express companies for ascertaining the amount due from the latter are very simple. If the agreement under which the express company operates specifies that the remuneration of the railroad company shall be upon the basis of tons carried, the express company reports the number of tons handled and the railroad company generally accepts the statement without question; if remuneration be based on a percentage of the earnings of the express company, whatever the express company reports is also accepted, as a rule, without verification. This seems, at first sight, to be unbusinesslike. However, the only way in which the carrier can verify the returns made by the express company is by an examination of the accounts of each express agent in detail. This is impracticable; the expense would be too great. The subject has received much attention and study from those interested. A committee of the Association of American Railway Accounting Officers has had it in hand. This committee

recommended that each railway company over whose lines an express company operates should appoint with the express company a joint auditing committee, to be a part of the accounting force of the express company, whose duty it should be to verify the returns of the latter so far as they affect balances due the railroad company. This is probably the most economical way possible out of the dilemma and undoubtedly quite as effective as an itemized audit of the accounts would be, which latter would involve almost as much expense as the cost of writing up the records and returns in the first instance.

CHAPTER III.

MAIL SERVICE OF RAILWAYS: ARRANGEMENTS BETWEEN RAILWAYS AND THE GOVERNMENT; BASIS OF COMPENSATION TO RAILWAYS; POSTAL ROUTES, FAST MAILS, ETC.

No satisfactory basis of compensation for carrying the mails has been devised. The obstacle is the impossibility of ascertaining the cost of carriage. If this could be determined, the percentage of profit that it would be fair to allow the railroad company would be the only thing left to determine. This would be easy. But, unfortunately, there is no means of separating the cost of passenger and freight trains, respectively, and in the event this could be determined, another difficulty would still remain, namely, cost is directly dependent upon weight, speed of trains and condition of the property. The peculiarities of each line must be remembered and each train must be separately considered. Upon no two lines is the cost of operating and maintaining the same, and no arrangement can be considered equitable that ignores this.*

Not only is the cost of operating never relatively the same upon different lines, but it can

* This question is considered in the Book, "Constructing, Financing and Maintaining."

never be the same for any considerable time on the same road. Rates, therefore, for handling mails must not only be peculiar to the road to be entirely fair, but must possess flexibility proportionate to vicissitudes of service.

In the United States the rate allowed by the government is based on the average weight of the mails, including postal supplies, mail bags, sacks, stationery, etc., transported the whole length of the route.* To enable the government and the railroad company to know what the weight is, the postoffice department weighs the mails as often as once in four years. When this service is performed, the process of weighing must continue on that mail route for at least thirty consecutive working days. The average thus determined is the basis of compensation for the succeeding four years, or until a new adjustment occurs.

It has been suggested that the rates shall be based on the number of lineal feet furnished the postoffice department. Under such an arrangement compensation could be re-adjusted from time to time with much less cost and labor than at present.

In this connection the understanding of the railroad companies with the express lines is interesting. The latter pay an agreed sum based on the privileges enjoyed. These privileges are

* For this purpose the lines of every company are divided by the postoffice department into routes, which correspond as nearly as possible with the divisions made by the company for the operation of trains.

the transportation of fixed quantities of matter, including valuables and the carriage of attendants; a certain allotment of space is allowed on each train; in the event the tonnage agreed upon is exceeded, the charge is increased. In every case the price paid by the express company is a matter of negotiation and agreement.

The facilities enjoyed by the postoffice department correspond very closely with those of express companies, and the methods of handling the affairs of the latter afford many suggestions for arriving at an equitable basis for handling the mails.

Arrangements between the railroad companies and the postoffice department in the United States are not equitable. In many cases the rights of the carrier are not considered at all, or only generally.

He is told, arbitrarily, the price, and is left the poor privilege of accepting it or of arraying himself against the law-making power, and, inferentially, against the People! He has no recourse, and the government appears unable to see in the arrangement anything that smacks of dishonesty. In the first instance, it fixes the rate it will pay without consulting the carrier, and, naturally, it arrogates to itself the right afterward to change the rate thus made whenever it thinks proper.*

*In 1876 (act of July) the government arbitrarily made a reduction of ten per cent. in the rate of compensation allowed railroad companies. In 1878 (act of June) the rate of compensation was still further reduced five per cent.

The law determining the rate of compensation for transporting the mails makes no distinction between the cost of working different properties. It bases the rate on the weight of matter carried, without reference to other considerations. If the property of the carrier costs little and can be worked cheaply, good! If it costs a great deal and requires a large outlay to operate and maintain, it is all the same! It is a law of averages where averages are valueless.

However slow and uncertain in other things the government may be, it is quick to recognize the fact that it is possible to conduct a large business at relatively less cost than a small business; acting upon this knowledge, but without knowing the relations, it sharply reduces rates for the transportation of the mail as the tonnage is increased. According to the rate of reduction, the price for transporting five thousand pounds daily is only four times greater than for transporting two hundred pounds! In other words, the compensation allowed, compared with the amount carried, increases as four to twenty-five. In what manner, or by whom, this basis was arrived at, I do not know.

The details of the service are very simple, so far as the carrier is concerned, the work of opening and distributing the mails and watching after their safety en route being performed wholly by the officials of the government. At all terminal points, unless otherwise provided for by the government, the carrier is required to carry the mails

back and forth between the postoffice and the station. For this labor he is allowed the same rate per mile that he receives for carriage on his line proper. The cost, however, is much greater, for the reason that he must make special arrangements in each instance.* At local postoffices on the line of a railroad the carrier is required to carry the mails back and forth, without compensation, between the station and postoffice when they are not more than eighty rods apart; when the distance is over eighty rods, carriage is performed by the government.

In reference to the carriage of mails between stations and postoffices, an equitable arrangement requires that the service should be considered by itself, and a rate of compensation agreed upon commensurate with the expenses incurred in each instance. It does not properly form a part of the duty of carriers and should not be attached as a rider to the service required of them.

In defining the facilities that railroad companies shall provide, the law directs "That the mails shall be conveyed with due frequency and speed; and that sufficient and suitable room, fixtures and furniture, in a car or apartment properly lighted and warmed, shall be provided for route agents to accompany and distribute the mails."†

* An official of the Louisville & Nashville Railroad claimed that that company was compelled to pay $1,800 for carrying the mails back and forth at Louisville, while it received only $150 from the government.

† Law of 1875.

In addition to the compensation allowed for transporting the mails, based upon weight, an additional allowance is made, according to the importance of the route and the number of times the mails are carried, for what are known as postoffice cars.*

The rate for transporting the mails covers the transportation of the agents in charge of the service, also all special agents and inspectors of the postoffice department.

In the event the carrier fails at any time to transport the mail as required, or fails to deliver it on schedule time at points where mail connections are made with other routes or carriers, and connections are thereby missed, a deduction proportionate to the delinquency is made by the postoffice department from the carrier's pay. Fines are also imposed for failure to promptly carry the mail back and forth between stations and postoffices, and for other delinquencies. Deductions and fines are made directly from the carrier's pay when settlement is made, but the postoffice department allows the carrier to file applications for the remission of fines and deductions.

For delays which, in the judgment of the postoffice department, are occasioned by causes beyond the carrier's control, remissions are made.

It is the contention of the government that the interests of the postal service imperatively

* However, if the cars are less than forty feet in length, inside measurement, no extra compensation is allowed.

require these deductions and fines to be made; that the postal service is so interwoven with the schedules of trains that the non-maintenance of the latter demoralizes the former, and that only by means of fines and deductions can railways be induced to put forth sufficient effort to maintain a reasonable standard ot service. This argument, however specious, is not tenable. With but few exceptions the mail service is performed on regular passenger trains, and the interests of the railways require that every practicable means be employed at all times to move trains according to published schedules. That such means are employed is indisputable, and no system of fines can improve matters.

As already intimated, it is necessary, to secure remission of fines and deductions, that causes for delay shall be beyond the carrier's control. The postoffice department decides as to the reasonableness of the excuse. Unfortunately, however, for the carrier, the department's list of excusable causes does not embrace many inseparable from the operation of railways. But as the statutes make the postoffice department the arbitrator, the carrier has no recourse.

While the postoffice department is, in the main, fair and reasonable in its interpretations, it cannot from the very nature of the case be just in all cases. Another objection is, in the preparation of evidence asking for remission of fines and deductions, the carrier is put to great expense. The information furnished must be minute in

every particular and supplemented by the oaths of parties familiar with the case. Not only is the expense considerable, but, meanwhile, the carrier is unavoidably deprived of his money.

The government settles with carriers quarterly, for the calendar year, for services performed. Payment is usually made by draft on a sub-treasurer of the United States. Formerly carriers were required to collect balances due the post-office department from postmasters along their lines and apply the same upon the amount due from the government. But this arrangement, which was once a great annoyance and a considerable expense, has happily been changed.

In the discussions of economists, the question often recurs why the government should take charge of the handling of letters and newspapers, any more than it should take charge of the food of the community.

The great number of those engaged in transporting the mail in earlier times rendered it impossible to harmonize their interests so as to make a homogeneous service independent of the supervision of the government. It was necessary, moreover, that this homogeneity should extend as well to the international service. It is quite as essential that the people should be able to send letters to points in other countries as it is that they should be able to reach local stations. The arrangements between governments permit this.

The present customs of the postal service are the natural outgrowth of these earlier conditions.

So far as cost is concerned, there is no doubt the service could be performed much cheaper by private persons than by the government.

That part of the postal service connected with railroads is a supreme factor in social economy. Those in charge, the officials, should be men of exceptional ability. The nature of the duties requires that attendants should be of robust health, vigilant and industrious; men of experience and filled with generous pride in the efficiency of the service. This last only comes to those long associated with the service. Men whose position depends upon extraneous causes never have this feeling. For this reason those connected with the mail service should hold their positions during good behavior, with the promise of a pension when too old to work.

The postal service of railways is especially dangerous. This fact, and the fact that it requires men of experience and character, emphasize the need that when misfortune overtakes those in the service or when, through disability, they are no longer able to work, the government should take up the task of looking after their welfare.

The English make a much fuller use of their postal arrangements than the people of America. However, the latter are improving in this respect. On the continent all kinds of packages are sent by mail. In England a very effective money order system is connected with the mail service;

also general postal savings banks, which allow a small rate of interest on deposits. We have an effective system of registering valuable packages sent by mail; also of money orders or drafts. The savings bank feature we lack, and so long as our civil service is a floating one its success would be problematical.

Every railway is a postal route. In early days mail and baggage were thrown together indiscriminately in the car. In the transportation of mails the government contracts directly with the carrier. The attendants are usually the employes of the government. In some cases, however, they are also in the service of the carrier. In such instances the custodian is sworn in as an agent of the government.

The system of distributing the mail in the cars while en route is of recent origin. It greatly facilitates rapid movement. By this means the mails for various districts and connections are separated en route. Thus, when the mail reaches Chicago, that which goes to points beyond has been assorted, so that no delay occurs. This is rendered literally true by the fact that the time tables of connecting lines are usually so arranged that the arrival and departure of connecting trains are coincident.

While the tenure of office in the postoffice department in the United States is not, on the whole, what could be desired, yet in some branches civil service rules are applied and examinations and promotions carried on with

more or less precision. These arrangements will in time, it is probable, be applied to the whole service.

The fast mail in America is an outgrowth of the system of distributing mails en route. One idea has led on to another. However, the development of the railway postal service is altogether due to the generosity of the carrier. The government has rarely dealt fairly with the railway companies. It has acted the part of the Big Boy at school, who cuffs the little fellows and occasionally robs them of their dinners.

In the operations of business, some of the postal cars are devoted wholly to newspapers; others to miscellaneous matter.

Postal cars are provided with tables, racks, boxes, pigeon holes, hooks and other furniture, such as the service requires. The number of attendants depends upon the quantity of matter to be handled. These attendants must possess fine clerical capacity and wide acquaintance with the geography of the country. They must be able to determine at a glance the most expeditious route of every letter or package they handle. This knowledge can only be fully attained by prolonged and laborious study.

The postal cars of railroads, like those used for baggage, are strongly constructed, so as to withstand the exposed place they occupy in the train. They are also furnished with every facility ingenuity can suggest to aid the escape of inmates in case of fire, derailment or other accident.

Many mishaps occur, however, notwithstanding these precautions. For this reason the government should take the same care of those disabled in the service that it does of those wounded in battle. There is no distinction between a soldier disabled in the defense of his country and a railway postal servant maimed while in the performance of a dangerous duty.

APPENDIX.

[NOTE:—In connection with the accompanying forms it will be understood that the purpose is to furnish the reader as accurate an idea as possible of the information each blank is designed to afford, and how it is filled up. In preparing forms for practical use on railroads, the various columns and spaces are arranged, so far as width and other particulars are concerned, to meet the actual necessities of business. The accompanying designs simply indicate the various columns, spaces and information afforded by the returns. What is true in regard to the accompanying forms is true of the forms in other manuals of this character. They are intended to be merely illustrative—not perfect in proportion or design.]

No. 1.

REQUISITION FOR TICKETS.

_____ R. R.

_____ STATION,

_____ 189__

To_____

DEAR SIR: Please furnish this Station with Tickets as follows:

Form.	Kind of Ticket.	Destination.	Number Required.	Highest Number of ticket of this kind on hand at the ordering station.	

No. 2.

INVOICE OF AND RECEIPT FOR TICKETS

_____ R. R.

No. _____

_____ 189_____

_____ Ticket Agent,

_____ Station.

DEAR SIR:—Herewith find tickets as invoiced below. Carefully examine each ticket in order, and make sure that none are missing. Enter all tickets received on the ticket register, recording the commencing and closing numbers correctly, date and sign the receipt at the bottom of this invoice, and forward same immed ately to the ticket auditor.

_____ G. T. A.

Form.	Kind of Ticket.	Destination.	Commenc'g No.	Closing No.	No. Tickets.

_____ 189_____

I have received the tickets as noted above, and find that the numbers run consecutively, and that none are missing.

_____ Agent.

Before forwarding the above receipt, the agent will take a copy thereof.

No. 3.

SPECIAL FORM TO BE USED IN RECEIPTING FOR MONEY PAID FOR TICKETS BOUGHT OF AGENTS OR FARES PAID TO CONDUCTORS.

_____ RAILWAY CO.

RECEIPT FOR FARE PAID OR TICKET PURCHASED.

_____ 189__

This is to certify that

_____

has this day paid me the sum of

_____ DOLLARS

($_____ 100) for _____ Form _____ No _____

From _____ to _____

_____

Agent or Conductor.

No. 4.

CONDUCTOR'S BALANCE SHEET FOR THE MONTH OF _____ 18__

DR. _____ **Conductor,** _____ **Division.** **CR.**

To Balance of last month's return to my debit,						$			By Balance of last month's return to my credit,					$	
To Difference to my debit last month, as per statement received, - - - - - -						$			By Difference to my credit last month, as per statement received, - - - - - -					$	
To amount of Cash Collections during the Month, as per Returns rendered to the Ticket Auditor, as follows, viz..									*By Remittances made to Bank, credited to me during the Month, described in detail below, viz.:*						
Date of Return.	Train Nos.	Amt.		Date of Return.	Train Nos.	Amount.			Date of Remittance.		Date Remittance was Credited.			Amount.	
		$			Bro't Forw'd,	$								$	
	&				"										
	"				"										
	"				"										
	"				"			$							$
	"														

No. 5.

RECEIPT GIVEN TO PASSENGERS FOR PROPERTY PLEDGED FOR FARE OR OTHER PURPOSE.

THIS IS TO CERTIFY THAT I HAVE

This_____ day of_____ 189__

received the following described property as

COLLATERAL SECURITY, viz:_____

_____

Baggage Check No._____

On account of the sum of $_____

Due this Company for passenger fare from

_____ to _____

_____ Conductor.

NOTE.—A copy of this is to be kept by the maker; a copy is to be sent to the ticket auditor; a copy is to be sent with the property and check to the agent where the goods are to be redeemed.

No. 6.

ORDER TO SELL EXCURSION TICKETS AT SPECIAL RATES, ACCOUNT OF FAIRS, 4TH JULY CELEBRATIONS, GRAND ARMY RE-UNIONS, ETC.

GENERAL TICKET DEPARTMENT.

To AGENT_____ _____ 189__

For_____ to be held at

_____, on_____. Sell Excursion

tickets to_____ on_____

and limit to_____ at_____.

_____

Mark tickets via usual route.

If there is likely to be a large number going from your station, notify your Division Superintendent, that accommodations may be provided, and order what Excursion Tickets may be required as early as possible.

AGENT'S RETURN.

No. Tickets sold_____

_____ Agent.

_____ Station.

_____

General Ticket Agent.

☞ Send this to Ticket Auditor with your monthly local ticket return, stating the number of tickets sold under this order.

No. 7.

ADVICE TO AGENTS AT STATIONS WHERE CONVENTIONS AND OTHER SIMILAR MEETINGS ARE HELD TO SELL PARTIES PRESENTING CERTIFICATES OF ATTENDANCE THEREAT, RETURN TICKETS AT REDUCED RATE.

_____ R. R. CO.

GENERAL TICKET DEPARTMENT.

New York, _____ 189__

To _____ Ticket Agent,

At _____ Station.

DEAR SIR:—This is to advise you that persons attending the _____ to be held at _____, from ____ 189__ to ____ 189__, are to be returned from your station to other local stations at _____ of regular local rates (always adding enough to make the rate terminate with 0 or 5) upon presentation at your office of proper certificates of this company's issue, duly accrediting them.

Take up the certificates presented, and return them with this notice as vouchers for the tickets reported at reduced rates, with your monthly return, otherwise allowance cannot be made for reduced rates.

_____

General Ticket Agent.

I have sold under the above order _____ tickets.

_____ Agent.

The instructions that accompany this order require that:

No certificates shall be honored which bear date of issue (and thus show that going tickets were purchased) more than three days prior to the date announced for commencement of meeting; that no certificates shall be honored later than three days after date announced for close of meeting, Sunday not to be accounted as a day; that the reduction for return passage shall apply to the lowest regular first class rate, whether unlimited or limited, but for going passage either first class unlimited or limited fares may be paid at the option of the purchaser; that the ticket for return passage shall be limited to a continuous passage regardless of whether the regular fare on which the reduction is based is unlimited or limited.

No. 8.

RECEIPT GIVEN TO PERSONS ATTENDING CONVENTIONS FOR TICKETS BOUGHT BY THEM, ALSO CERTIFICATE OF THE CONVENTION IN REGARD TO ATTENDANCE THEREAT.

_____ RAILWAY COMPANY.

(AGENT'S CERTIFICATE FOR FARE PAID.)

M_____ has this day purchased of me

_____ Tickets at $_____ fare each, from _____ to _____

form _____ number _____ via _____

Date _____ 18__. _____ Agent.

☞ AGENT WILL STAMP THIS ON BACK.

(CONVENTION CERTIFICATE.)

I hereby certify that the person named above has been in regular attendance at the _____ held at _____; and that _____ or more persons holding certificates of the standard form, properly filled out as above, have attended said meeting.

_____ Sec'y of Meeting or Society.

When reduced rates have been arranged for in advance of meeting, this certificate will be honored by proper agent, having special instructions, for continuous trip return ticket, between above named points, via same route at the agreed reduced fare, if certificate is presented within *three* (3) days after announced date of close of meeting, providing above described going ticket was purchased not more than three (3) days prior to commencement of said meeting.

Return tickets must be procured before taking the train, as otherwise full fare will be required. Members or others holding reduced fare permits or commutation tickets of any kind are not entitled to the reduction.

☞ Conductors will not accept this order under any circumstances. ☜

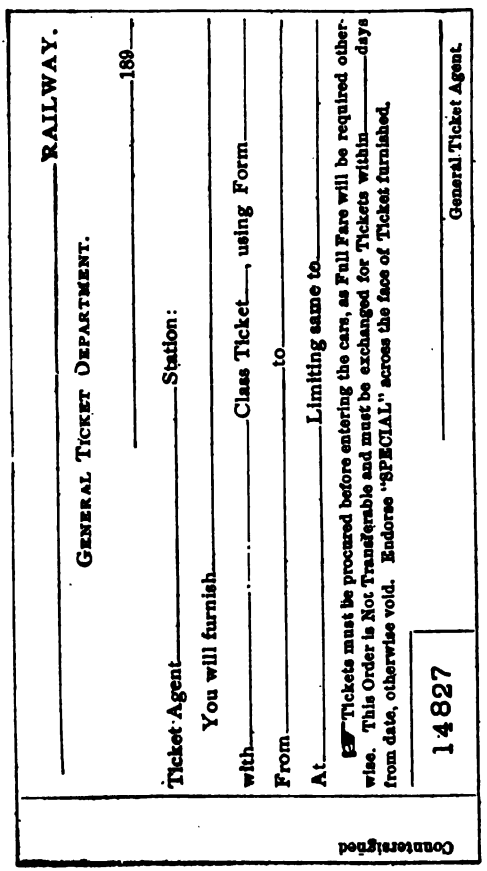
THIS CERTIFICATE is void if altered, or if not presented within prescribed dates, or if not signed by the proper officer of the association or meeting, or if certificate of purchase of going ticket is not filled out, signed and stamped by agent of this company.

_____ General Ticket Agent.

NOTE.—Upon this letter the passenger is given a return ticket at the rate agreed upon.

No. D.

ORDER TO SELL A TICKET TO A PARTICULAR PARTY AT A PARTICULAR RATE.



_____ RAILWAY.

GENERAL TICKET DEPARTMENT.

_____ 189__

Ticket Agent _____ Station:

You will furnish _____

with _____ Class Ticket___, using Form _____

From _____ to _____

At _____ Limiting same to _____

☞ Tickets must be procured before entering the cars, as Full Fare will be required otherwise. This Order is Not Transferable and must be exchanged for Tickets within _____ days from date, otherwise void. Endorse "SPECIAL" across the face of Ticket furnished.

14827

_____

General Ticket Agent.

Countersigned

This is to certify that I have furnished Ticket No._____ Form_____ on this order.

_____

Agent.

No. 10.

FORM TO BE USED BY AGENTS WHEN TICKETS ARE ISSUED IN EXCHANGE FOR THE TICKETS OR ORDERS OF OTHER COMPANIES; ALSO FOR GOVERNMENT REQUESTS, ETC.

EXCHANGE MEMORANDUM.

TO THE TICKET AUDITOR.

Dear Sir:—As per my office stamp below, I have this day issued the following described ticket in exchange for the ticket, order or request attached hereto; the same having been accepted as an exact equivalent for the value of the ticket exchanged, or for $_____.

the balance, $_____,

being collected in cash.

DESCRIPTION OF TICKET ISSUED.

Form	Number.	Class.

Agent.

STAMP HERE.

No. 11.

DAILY RECORD OF CLOSING NUMBERS AND MONTHLY SUMMARY OF LOCAL TICKETS ON HAND, RECEIVED, SOLD, SPOILED AND RETURNED,

At_____Station, for the Month of_____189__.

Highest Numb'r on Hand.	Stations.	Rate.	Com'g No. for Month or Lowest No. on Hand.	Clos'g No. 1st Day.	Clos'g No. 2nd Day.	Clos'g No. 3rd Day.	And so on.

MONTHLY SUMMARY

OF LOCAL TICKETS SOLD, SPOILED AND RETURNED.

First Class.			Round Trip.		Excursion.		Total Amt.
Fdll.	Half.	Amount.	No.	Amount.	No.	Amount.	

No. 12.

RECORD OF INTERLINE TICKETS RECEIVED BY AGENT.

Form.....					Form.....					Form.....				
Date.	Invoice No.	Com'g No.	Clos'g No.	Number Received.	Date.	Invoice No.	Com'g No.	Clos'g No.	Number Received.	Date.	Invoice No.	Com'g No.	Clos'g No.	Number Received.

RECORD OF INTERLINE TICKETS SOLD, SPOILED AND RETURNED BY AGENT.

When Reported.	Commencing No.	Closing No.	Number.		When Reported.	Commencing No.	Closing No.	Number.		When Reported.	Commencing No.	Closing No.	Number.	
			Sold.	Spoiled and Returned.				Sold.	Spoiled and Returned.				Sold.	Spoiled and Returned.

No. 18.

EARNINGS REPORT.

WEEKLY RETURN OF LOCAL TICKET SALES. | **STAMP HERE**

From _____ (No. _____) Station,

_____ State _____ Division,

for the Week ending _____ 189__

DOLLS.	CTS.

The total amount of revenue received at this station from the sale of Local Tickets during the week just closed, was

_____ Dollars.
100

_____ Agent.

NOTICE.—This return must be forwarded weekly. It must be an accurate statement of the total revenue derived from the sale of Local Tickets.

It must be forwarded promptly after closing the sales for the day, on the 7th, 14th, 21st, and last day of the month, whether there are sales to report or not.

When it is impossible to forward this return by ordinary train mail without delay, agents must telegraph the amount.

No. 14. **MONTHLY RETURN OF LOCAL TICKET SALES.**

STATION	No.	STATE	DIVISION	MONTH, 189

RECAPITULATION

Page	One-Way First Class							Round-Trip and Excursion.						Total Amount	Ticket Auditor's Corrected Total
	Number Tickets Sold and Exchanged.						Amount	C'rd	Number Sold and Exchanged.				Amount		
	Card		Blank Destinat'n			Misc.			Blank Dest.		Misc.				
	Full	½	Full	½	Spl.				Reg.	Spl.					
Total															

Correct:

Agent

Commutation	
Mileage	
Parlor Car	
Total	

NOTE.—Agents must not use red ink on this return.

SUMMARY OF BLANK AND VARIABLE DESTINATION TICKETS ISSUED.

FULL BLANK FORMS						HALF BLANK FORMS					ROUND-TRIP BLANK FORMS				
Form No.	Com. No.	Clos. No.	Number S'd & Ex'd.	Void	Consecutive Void Nos.	Com. No.	Clos. No.	Number S'd & Ex'd.	Void	Consecutive Void Nos.	Com. No.	Clos. No.	Number S'd & Ex'd.	Void	Consecutive Void Nos.
Total															

No. 14—Continued. MISCELLANEOUS TICKETS.

Form	Com. No.	Closing No.	Number Sold & Exch'd	Number Void	Consecutive Void Nos.	Form	Com. No.	Closing No.	Number Sold & Exch'd	Number Void	Consecutive Void Nos.
Total For'd.						Total					

COMMUTATION TICKET SALES.

To	Form	Void	Com. No.	Clos. No.	Number Sold & Exch'd	Number Void	Rate		Amount	
Total										

MILEAGE TICKET SALES.

On hand at close of month	Coming No.	Closing No.	Form	Void	Com. No.	Clos. No.	Number Sold & Exch'd	Number Void	Rate		Amount	
Total												

No. 14—Continued. **STATEMENT OF LOCAL TIC**

DESTINATION. Where Route is specified on tariffs, the distinguishing junction points must be shown in the said columns at the right hereof.	ONE-WAY FIRST CLASS														
	Reg. C'rd Tickets Issued			Number Sold									Rate		Amount
	Numbers			Card		Blank Destinat'n			Miscellaneous				Regul'r Tariff	Special ☞	
	Void	Com'g	Clos'g	Full	Half	Full	Half	Spl.	Form	Tkts.	Pass.				
TOTAL—(Carried to recapitulation)															

KET SALES—Continued.

Special Rate authorities, for special one-way rates.	ROUND-TRIP AND EXCURSION												Total Amount	Special Excursion Occasions for Special Excursion Rates.
	Reg. R. T. C'd Tkt. Is'd			Number Sold							Rate				
	Numbers			C'd R.T	B'k Rg.	Dest Spl.	Miscel. Form	Tks	Pas		Regular	Spl. ☞	Amount		
	Void	Com'g	Clos'g												
Total															

No. 15.

EARNINGS REPORT.

RETURN OF INTERLINE TICKET SALES.

To the Ticket Auditor:

The following is a statement of Interline Tickets sold

At_____Station, for the_____189__.

_____Agent.

Destination	FORM.		Class.	No. Sold.	Through Rate.	This Co.'s Proportion of Thro. Rate.	Gross Earnings of this Company.
	Pasters.	Other Forms.					

NOTE.—The last two columns will be left blank, when the agent does not know this company's proportion.

No. 16.

MONTHLY RETURN

Of Interline Ticket Sales at Station Noted Below for Month Stated.

SELLING STATION.	AGENT.	FOR MONTH OF	YEAR.	ENCLOSURES.	Agents will enter below:
			189 ...	Ticket Stubs?..... Void Tickets?..... Authorities ?.....	Authorities for all Spl. Rates; Occasions for all Spl. Excursion Rates; Routes of Special and Skeleton Tickets; Nos. of Void Tickets and Coupons; Description of all Tkts, Orders, etc., taken in Exchange for Tickets Issued.

Summary of Forms Issued				DESTINATION.		PASTER.			Complete and Extension.			Class.	No. Pass	Rate.	Amount.
Forms.	Com. No.	Clos. No.	No.	Station.	State.	Forms.	Numbers.	No.	Forms.	Numbers.	No.				

NOTE.—This is one of three forms, viz: the Monthly Return, Apportionment Detail, and Agent's Record of Interline Ticket Sales. The last mentioned form is retained by the agent as his station record; the other two are sent to the ticket auditor. The Monthly Return is checked and filed by him for general use; the Apportionment Detail is pasted upon division sheets and is used in figuring the proportions due to other companies. Under the Multiplex system of accounts all three are written simultaneously.

No. 17.

RECEIPT GIVEN TO PASSENGERS FOR CASH FARES PAID TO CONDUCTORS.

POINTS FROM AND TO WHICH PASSENGER PAYS FARE.

Train No._____

Date_____ 189__

From_____ to_____

_____ Conductor.

NOTE

120

Passengers who pay fare on the train instead of purchasing tickets will receive this receipt from Conductors, which is good for TWENTY-FIVE CENTS, and will be redeemed at any ticket office of the Company.

Gen'l Tkt. Agent.

AMOUNT.												
U	1	2	3	4	5	6	7	8	9	0	West.	North.
T	1	2	3	4	5	6	7	8	9	0		South.
S	1	2	3	4	5	6	7	8	9	0	East.	Ht. Fare.

RECORD TO BE DETACHED BY THE CONDUCTOR AND SENT TO THE TICKET AUDITOR.

RECORD OF CASH FARE COLLECTED BY CONDUCTOR.

Train No._____

Date_____ 189__

From _____

To_____

Amount _____

120

_____ Conductor.

RECORD TO BE RETAINED BY THE CONDUCTOR.

CONDUCTOR'S RECORD.

From _____

To_____

_____ 189__ $_____

120

NOTE.—When a passenger pays fare on a train he is charged say twenty-five cents extra. The total amount paid is entered on the above receipt by the conductor (by cancellation of the proper amount,) and is then given to the passenger. Upon its presentation at any office of the company, the agent refunds the amount and remits this receipt to headquarters in lieu of cash.

N. B.—There are several other forms used by conductors in giving receipts.

No. 18.

PUNCH HERE.

RETURN OF CASH FARES COLLECTED.

I hereby certify that the following is a true statement of all money collected by me on the trips designated hereon, and that the rates, extensions and footings as stated are correct.

_____ Conductor.

STATEMENT OF AMOUNT COLLECTED.

From	To	No. Fares.	Rate.	Amount.	Remarks.

Statement of Receipts Issued For Fares Collected.	Commen'g No.	Closing No. (Lowest No. on hand.)	No. Issued.

	Dollars.	Cents.
Amount Collected North or West,		
Amount Collected South or East,		
Total,		

Train run between _____ and _____

No. _____ Going North or West _____ 189__

No. _____ Going South or East _____ 189__

NOTE.—If no fares are collected, a blank form must be returned, except in the case of freight conductors.

No. 19.

RETURN OF FREIGHT CONDUCTORS WHO HAVE NOT ISSUED ANY CASH FARE RECEIPTS DURING THE WEEK.

PUNCH HERE.

_____Station,

_____189____

TO THE TICKET AUDITOR.

Dear Sir:—I have issued no Receipts and collected no Fares on Trains run by me during the Week ending _____189____.

The Commencing Number of Cash Fare Receipts unissued in my Book this date is_____

Yours truly,

_____Conductor,

_____Division.

When fares are collected, or receipts issued "C. O. D., account of men in charge of stock, etc." during the week, report of same must be made on the regular blank, in accordance with instructions governing the same. This card must be used only when no fares have been collected, or receipts issued on any account.

No. 20.

STATEMENT OF CONDUCTOR OF TICKETS READING TO POINTS BEYOND THE STATION AT WHICH SUCH CONDUCTOR STOPS.

To the Ticket Auditor:

The following is a statement of tickets reading beyond the station at which my train stops, viz.: train running between

_____ and _____

Train No. _____ going North or West _____ 189__

Train No. _____ going South or East _____ 189__

_____ Conductor.

From	To	Reg. Card. Book.	Round Trip.	Ex. Tour.			

Note.—This return is not required in every case. Its purpose is to aid the ticket auditor in ascertaining the earnings of particular trains.

No. 21.

MILEAGE EXCHANGE CHECK,

Issued by conductors to holders of mileage tickets traveling between competitive points not reached by the same train run, to equalize the fare with the short line; also to holders of mileage tickets in sleeping cars on night runs, to avoid disturbing passengers after they have retired.

R'Y.—Conductor's Record.
MILEAGE EXCHANGE CHECK.
From
To
Train No. Date 189
ISSUED IN EXCHANGE ON
Mileage Ticket No

R'Y.—Ticket Auditor's Stub.
MILEAGE EXCHANGE CHECK.
Leaving Conductor will pin hereto the detached mileage strip, and return same to Ticket Auditor with other mileage collected.
From
To
On Train No. Date 189
Mileage Strip No.
Issued by R. R.
Conductor.

No stop-over allowed or Baggage Checked at any intermediate point. This Check is void and forfeited if any alterations or erasures are made hereon, or if transferred, or if presented after the time Given for a continuous passage.

RAILWAY.
CONDUCTOR'S MILEAGE EXCHANGE CHECK.
GOOD FOR ONE CONTINUOUS PASSAGE,
By this Company's Direct Route, via train leaving
From at M.
ON THE DATE AND
To Destination indicated by Punch Marks in Margin hereof,
When presented by authorized user of Mileage Ticket.
189
No. Issued by R. R.
Conductor. Gen'l Ticket Agent.

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
									0	0	
*	*	*	*	*	*	*	*	3	1	1	
*	*	*	*	*	*	*	*	3	2	2	
*	*	*	*	*	*	*	*	3	3	3	
*	*	*	*	*	*	*	*	*	4	4	
*	*	*	*	*	*	*	*	*	5	5	
*	*	*	*	*	*	*	*	*	6	6	
*	*	*	*	*	*	*	*	*	7	7	
*	*	*	*	*	*	*	*	*	8	8	
*	*	*	*	*	*	*	*	*	9	9	

Destination.			
Thousands.			
3	4	5	6
0	1	2	3

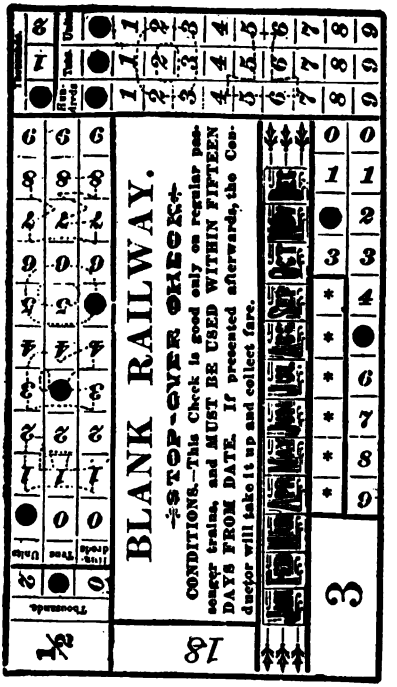
Hundreds	Tens	Units
0	0	0
1	1	1
2	2	2
3	3	3
4	4	4
5	5	5
6	6	6
7	7	7
8	8	8
9	9	9

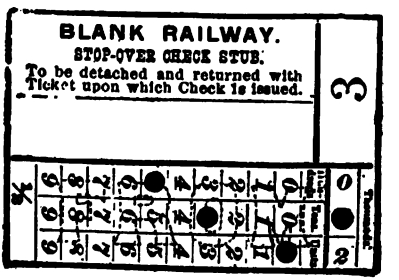
No. 22.

STOP-OVER CHECK.

(AFTER CANCELLATION BY CONDUCTOR.

(See next page.)


BLANK RAILWAY.
STOP-OVER CHECK.
CONDITIONS.—This Check is good only on regular passenger trains, and MUST BE USED WITHIN FIFTEEN DAYS FROM DATE. If presented afterwards, the Conductor will take it up and collect fare.
18
3



No. 22.

STOP-OVER CHECK.

NOTE.—The record is to be detached by the conductor and sent to the ticket auditor; the check is given to the passenger. The stop-over check and record may be arranged in duplex form so that they can be filled out simultaneously.

In the portions of the check and record designated "from" and "to" are three columns of figures from 0 to 9 inclusive, representing units, tens and hundreds, and numerals from 0 to 2 inclusive, representing thousands. By cancelling the proper denominations in each of these sections the number of any station may be indicated; in a similar manner the date of issue may be indicated in the place provided therefor.

It will always require at least four cancellations to indicate station numbers so as to prevent fraudulent alterations. For example: to indicate station number 25, the 5 in units place and the 2 in tens will be cancelled, but the ciphers in hundreds and thousands places respectively must also be cancelled (thus making the number read 0025) to make the raising of the number afterwards impossible.

Likewise in indicating any date below 10, the cipher in tens place must be cancelled for a similar reason. The form provides that the year shall be filled in with ink.

When properly executed the check will show the point at which the stop-over is allowed, the destination to which it is good, the date of issue and whether whole or half fare. When issued on a half fare ticket the fraction (½) will be cancelled.

The record will also indicate the point of stop-over and whether whole or half. This will be enclosed in the envelope provided for the purpose with the ticket or coupon upon which it is issued. Upon the back of the ticket must be endorsed the number of the stop-over check as a means of identification.

The envelope must show to what train and date the enclosures pertain, the commencing and closing numbers and number of checks issued thereon and by whom, and must contain the records of all checks issued, the tickets upon which issued, all records and checks spoiled in issuing, and all stop-over checks taken up.

No. 28

FORM OF ENVELOPE

In which Conductors are required to return to the Ticket Auditor the record of Stop-over Checks issued by them.

RETURN OF STOP-OVER CHECKS ISSUED

To be enclosed with Ticket Collections to

TICKET AUDITOR.

Train Nos. _____

From _____

Date _____ 189__

(GIVE LETTER PREFIX.)

Commencing or first number issued,

Closing or lowest number on hand,

Number of Checks issued

Conductor.

No. 24.

TARIFFS AND OTHER SUPPLIES

Required at Local and Interline Ticket Offices, and by Conductors, in order to do business.

(NOTE.—At small towns and villages where there is usually but little demand for interline tickets, interline supplies will not be furnished; but agents at such points may procure interline tickets from time to time to meet contingencies that may arise.)

SUPPLIES REQUIRED AT TICKET OFFICES:

One ticket dating stamp.
One local ticket case, with stock of local tickets.
One register of local tickets received, sold, spoiled and returned.
Stock of blank requisitions for tickets.
Three sets of local passenger tariffs.
Full assortment of time tables, folders, circulars, etc., including book of instructions.
Stock of blank weekly returns of local ticket sales.
Stock of blank monthly returns of local ticket sales.
Stock of blank monthly returns of excess baggage collections.
Forms of special receipt for money collected for tickets sold.
One interline ticket case, with stock of interline tickets.
One register of interline tickets received, sold, spoiled and returned.
One chart of interline ticket forms.
One file of interline ticket rates, circulars, etc.
Stock of blank weekly returns of interline ticket sales.
Stock of blank monthly returns of interline ticket sales.
Stock of blank memoranda of tickets exchanged.
Stock of blank receipts (combined receipts and convention certificates).
Book of instructions, circulars, etc.
Stock of office stationery, paper, envelopes, etc.
Assortment of necessary L, ¼ and second class punches.
Assortment of "Void" and other stamps.

SUPPLIES REQUIRED BY CONDUCTORS:

One conductor's box.
One cancellation punch.
One book of cash fare receipts (slips).
One book of mileage exchange checks.
One book of pledge tickets
Stock of stop-over checks.
One record of stop-over checks issued.
One list of station numbers.
One passenger tariff.
Forms of special receipt for money collected.
Stock of blank daily returns of cash fares collected.
Stock of blank weekly returns of no fares collected (used by freight conductors only).
Stock of blank special returns of tickets punched but not taken up
Stock of blank returns of tickets honored via specified points.
Assortment of colored checks for checking passengers.
Stock of distance checks for information of passengers.
Stock of train stop-over check and mileage envelopes.
Time table, book of instructions, circulars, stationery, etc.

No. 25.

CONDUCTOR'S EXCHANGE CHECK.

This form is not in general use. It was designed by Mr. D. B. Howard. Its purpose is to prevent frauds sought to be practiced upon carriers. Thus, through collusion, a ticket good for a long journey is given a passenger, while a ticket for a short journey is reported to the Company, the passenger leaving the train before arriving at a point where he would be compelled to give up the ticket, or he buys a ticket for the remainder of his journey or pays his fare It is also possible for a passenger to manipulate, without confederates a counterfeit ticket in the same manner, so that the counterfeit would never reach the Company, and the fraud would thus remain undetected; By the use of the Conductor's exchange check every ticket is taken up when first presented, and at once transmitted to the ticket auditor; the conductor issuing his check in lieu thereof.

The following rules govern the use of conductor's exchange checks:

It is designed that every conductor shall be supplied with a stock of exchange checks consecutively numbered, and providing in the margins for indicating, by punching, the stations from and to, class and limitation. Conductors are not to return tickets or coupons to passengers for use beyond their run. Every ticket and coupon is to be taken up and returned to headquarters by the conductor to whom it is first presented. If a coupon or ticket reads to a station beyond the run of the conductor he gives the passenger an exchange check good from the end of his run to the destination of the ticket, if local, or to the junction point with the connecting line, if an interline ticket. Upon the back of each ticket for which an exchange check is issued the conductor writes the series and consecutive number of the check issued by him. Conductors are charged with all exchange checks supplied to them and are required to account for each consecutive number. Conductors are required to treat exchange checks presented by passengers the same as tickets. If they read to a destination within the train run, they will be taken up and returned when first presented, duly cancelled in the place provided therefor. If they read to a point not within the train run, they will be taken up and new checks issued reading from the junction point, if on a branch, or the end of run, if beyond, to destination or junction point with connecting line, as before. Conductors are required to endorse upon the back of all exchange checks for which other checks are issued the numbers of the latter.

(NOTE: It is apparent that the introduction of the conductor's exchange check would increase the labors of conductors. Whether they would in all cases be able to perform this work without additional help upon many runs is doubtful.)

No. 26.

PASSENGER TARIFF, TURKISH RAILROAD, JAFFA TO JERUSALEM.

التعرفة المعتمدة للبضاعة من يافا الى القدس

صورة التعارفات من دفتر [illegible] خ ١٨٩٢ ١٥ مارس

اجرة المائة الشهر من يافا			ساعات		محطات	اجرة المائة الشهر من القدس		ساعات		محطات
اول الاول	اول الثاني		الوصول	الشهر		اول الاول	اول الثاني	الوصول	الشهر	
غ‌ش فرنك	غ‌ش فرنك		دقيقة ساعة	دقيقة ساعة		غ‌ش فرنك	غ‌ش فرنك	دقيقة ساعة	دقيقة ساعة	
—	—		—	٢ ٢٥	يافا	—	—	—	٧	القدس
١٠ ١٦	٦ ٠٠		٢ ٥٦	٢ ٤٥	الخضيرة	٩ ٠٠	٣ ٠٠	—	٧ ٣٥	بتير
١٨ ٣٠	٧ ٠٠		٣ ٨٥	٣ ١٣	الرملة	١١ ٠٠	٣٠ ٠٠	٩ ٠٥٢	٩ ٤٥	دير ايّوب
٢٠ ٣٦	١٢ ٠٠		٤ ٢٥	٣ ٤٧	صرفند	١٤ ٠٠	٣٩ ٠٠	٩ ٢٥٧	٩ ٣٤	صرفند
٤٠ ٤١	١٥ ٠٠		٥ ٢٩	٤ ٣٤	دير ايّوب	١٩ ٠٠	٥٢ ٣٠	١٠ ٠٨	١٠ ٩	الرملة
٣٠ ٤١	٢٢ ٠٠		٥ ٥٥	٥ ٢٩	بتير	٢٠ ٠٠	٥٥ ١٠	١٠ ١٢	١٠ ١٥	الخضيرة
٢٠ ٧٠	٢٥ ٠٠		٦ ٥٥	٦ ٢٥	القدس	٢٥ ٠٠	٧٠ ٢٠	١٠ ٥٠ صباحاً	—	يافا

هذا كل التعارفة التي «للذهاب والاياب» من يافا الى القدس الشريف وبالعكس التي من القدس الى يافا تُعطى كل يوم في الدرجة الاولى بثمنية ٩٥ غرشاً
فمن حفظ هذه التذكرة التي تدل بيد الركّاب بعد وصولهم تُعتبر لرجوعهم
فالذي كان في محل بالقدس الشريف يُسئل بها حتى سفر آخر قطار الجادي للساترين من عند تاريخ اعطائها
وبما انه كان في محل يافا فيُسئل بها حتى سفر آخر قطار من بعد عند اعطائها الغير انه لم يكن في عند قطار هذي جهة يمكن الرجوع عليه بعد الغير

TURKISH RAILROAD FROM JAFFA TO JERUSALEM.
Order of Trains after March 19, 1893.

Price of Seats Leaving Jaffa.		Stations.	Hours		Price of Seats Leaving Jerusalem		Stations.	Hours	
First Class.	Sec. Class		Of Arr.	Of Dep.	First Class	Sec. Class		Of Arr.	Of Dep.
				evening h. m.					morning h. m.
		Jaffa	h. m.	2.20			Jerusalem	h. m.	7.30
14·10	6·00	Lydda	3	3·01	9·00	2·50	Hittir	7.49	7.51
18·30	7·00	Ramleh	3.38	3.10	20·00	11·00	Deir-Aban	9.09	9.07
32·20	12·00	Sejed	3.41	3.47	28·00	14·00	Sejed	9.21	9.23
41·20	15·00	Deir-Aban	4.07	4.13	32·30	19·00	Ramleh	10.04	10.09
61·20	22·00	Hittir	4.29	4.31	55·10	29·00	Lydda	10.13	10.15
70·20	25·00	Jerusalem	5 evening		70·20	25·00	Jaffa	10.50 morning	—

Notes.—"Going and returning" round trip tickets in the first class are "delivered" each day from Jaffa to Jerusalem and vice versa, at the price of 95 piastres.
On returning, the return coupons are good: those "delivered" for Jerusalem up to the last regular train 24 day equivalent on the following day.
Those "delivered" for Jaffa up to the last train on the third day, inasmuch as there is no regular train permitting the return on the day following in the afternoon.
The price of the above is in piastres Medjidieh at the rate of 20 piastres the Medjidieh.

FORM 27.—FORM USED IN WAY-BILLING (CHECKING) BAGGAGE IN EUROPE, AS AMENDED.

ROMAN RAILWAY.	ROMAN RAILWAY.	ROMAN RAILWAY.
* 28780 *	* * 28780 * *	28780
_____ wt.	_____ wt.	_____ wt.
To_____	To_____	To_____

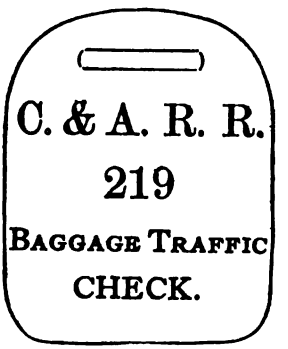
The first of the above blanks is retained by the forwarding agent as a record; the second is torn off and pasted upon the baggage; the third is detached and given to the passenger as a receipt. The asterisks printed on the blanks enable the railway company to identify particular coupons in the event deception should be attempted to be practiced.

The name of the place from which baggage is checked (billed) should also be printed on the blank. It would answer, however, just as well if the bill were *stamped* with the place of shipment by the official in charge. The stamp required to do this might also be made to include the date of shipment. At all the principal stations the place of destination should be printed on the bill, thus saving the necessity of writing it. The place provided for weight would only be used for inserting any excess there might be of weight over the amount the carrier transports without extra charge.

LOCAL CHECK.—FORM 28.

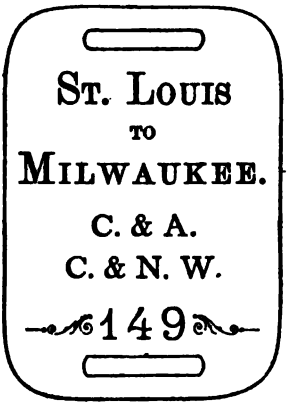
NOTE.—This check should always have one or more asterisks stamped upon its face to distinguish it from the duplicate given to the passenger. See Form 28½

FORM 28½.



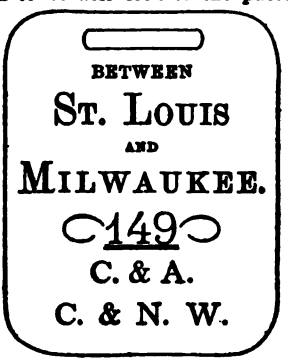
Form of Local Check attached to baggage when there are charges on account of excess weight.

REVERSIBLE CHECK.—FORM 29.
(To be attached to inter-line baggage.)



NOTE.—The reverse side of this check reads Milwaukee to St. Louis. The check is consequently good only between these points. (See Form 29½.)

REVERSIBLE CHECK.—FORM 29½.
(Form to be delivered to the passenger.)



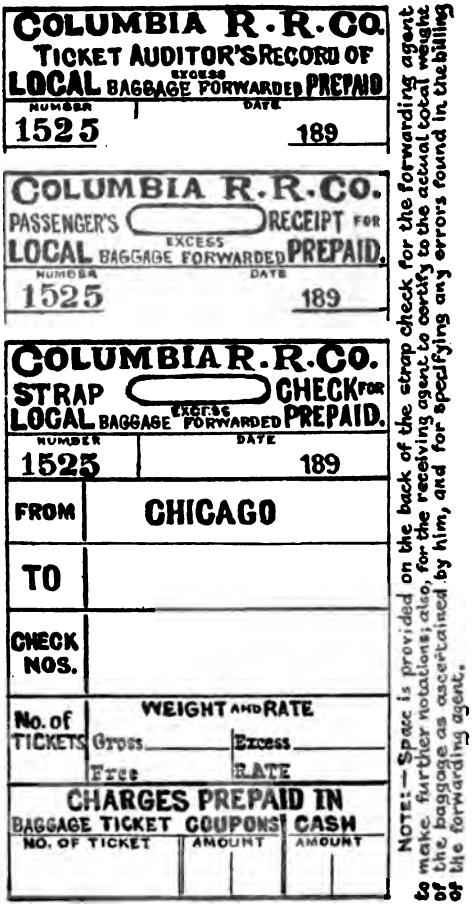
(THIS IS PART OF FORM 8.)

EXPLANATION OF THE FOLLOWING FORMS OF WAY BILLS.

The subjoined forms for way billing excess baggage prepaid and C. O. D. to local and interline points are triplicate in character; the three portions being designated: ticket auditor's record, passenger's duplicate (or receipt) and strap check. The first two are merely indicated by their respective headings; the latter is shown in full. They may be prepared on one piece of paper or cardboard in the forms of coupons to be detached one from the other; or, in the form of books, the ticket auditor's record and passenger's duplicate being made of ordinary paper and the strap check—the portion to be attached to the baggage—of cardboard. When prepared in this manner and used in connection with carbon sheets, there is no reason why the three parts can not be filled out simultaneously.

When the three forms are not filled out simultaneously, the work of the forwarding agent may be advantageously reduced by abbreviating the passenger's duplicate; but the strap check and ticket auditor's record should exhibit all the details suggested by the accompanying forms.

FORM 30.



COLUMBIA R.R.CO.
TICKET AUDITOR'S RECORD OF
LOCAL EXCESS BAGGAGE FORWARDED PREPAID
NUMBER 1525 DATE 189

COLUMBIA R.R.CO.
PASSENGER'S RECEIPT FOR
LOCAL EXCESS BAGGAGE FORWARDED PREPAID.
NUMBER 1525 DATE 189

COLUMBIA R.R.CO.
STRAP CHECK FOR
LOCAL EXCESS BAGGAGE FORWARDED PREPAID.
NUMBER 1525 DATE 189

FROM CHICAGO

TO

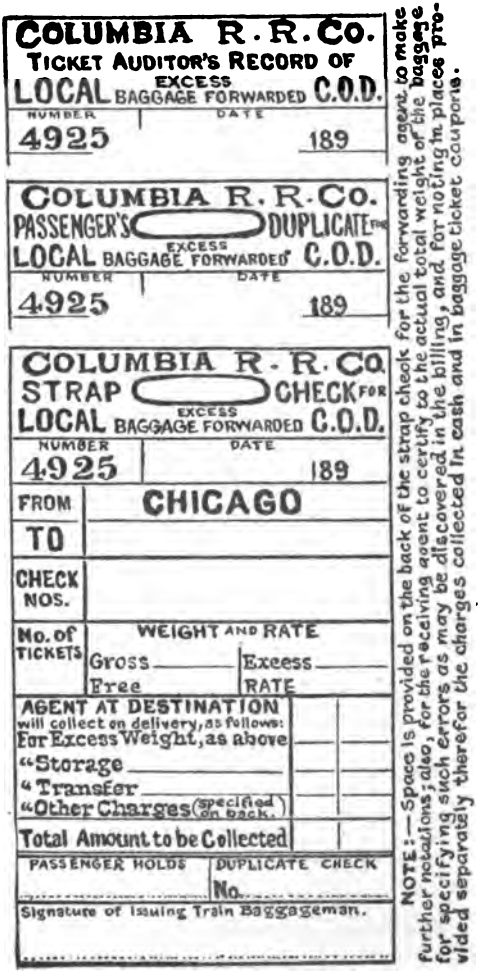
CHECK NOS.

No. of TICKETS | WEIGHT AND RATE
Gross | Excess
Free | RATE

CHARGES PREPAID IN
BAGGAGE TICKET COUPONS | CASH
NO. OF TICKET | AMOUNT | AMOUNT

NOTE:—Space is provided on the back of the strap check for the forwarding agent to make further notations; also, for the receiving agent to certify to the actual total weight of the baggage as ascertained by him, and for specifying any errors found in the billing of the forwarding agent.

FORM 31.



COLUMBIA R. R. Co.
TICKET AUDITOR'S RECORD OF
LOCAL EXCESS BAGGAGE FORWARDED C.O.D.
NUMBER 4925 DATE 189

COLUMBIA R. R. Co.
PASSENGER'S DUPLICATE FOR
LOCAL EXCESS BAGGAGE FORWARDED C.O.D.
NUMBER 4925 DATE 189

COLUMBIA R. R. Co.
STRAP CHECK FOR
LOCAL EXCESS BAGGAGE FORWARDED C.O.D.
NUMBER 4925 DATE 189

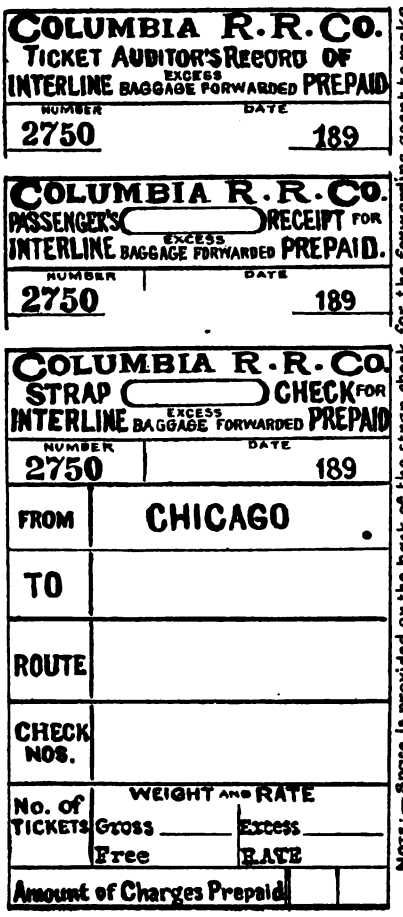
FROM CHICAGO
TO
CHECK NOS.
No. of TICKETS
WEIGHT AND RATE
Gross ____ Excess ____
Free RATE

AGENT AT DESTINATION will collect on delivery, as follows:
For Excess Weight, as above
"Storage
"Transfer
"Other Charges (specified on back.)
Total Amount to be Collected

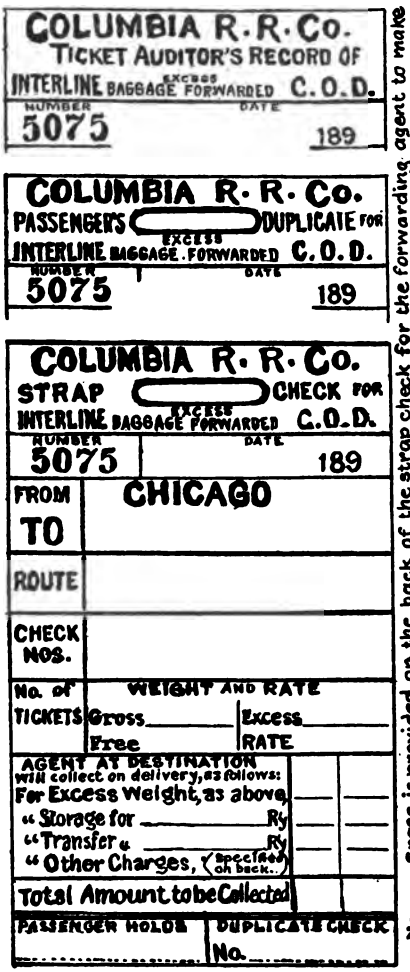
PASSENGER HOLDS DUPLICATE CHECK No.
Signature of Issuing Train Baggageman.

NOTE:—Space is provided on the back of the strap check for the forwarding agent to make further notations; also, for the receiving agent to certify to the actual total weight of the baggage for specifying such errors as may be discovered in the billing, and for noting in places provided separately therefor the charges collected in cash and in baggage ticket coupons.

FORM 32.


COLUMBIA R.R.CO.
TICKET AUDITOR'S RECORD OF
INTERLINE EXCESS BAGGAGE FORWARDED PREPAID
NUMBER
2750
DATE
189
COLUMBIA R.R.CO.
PASSENGER'S EXCESS RECEIPT FOR
INTERLINE BAGGAGE FORWARDED PREPAID.
NUMBER
2750
DATE
189
COLUMBIA R.R.CO.
STRAP CHECK FOR
INTERLINE EXCESS BAGGAGE FORWARDED PREPAID
NUMBER
2750
DATE
189
FROM
CHICAGO
TO
ROUTE
CHECK NOS.
No. of TICKETS
WEIGHT AND RATE
Gross
Excess
Free
RATE
Amount of Charges Prepaid
NOTE:—Space is provided on the back of the strap check for the forwarding agent to make further notations; also, for the receiving agent to certify to the actual total weight of the baggage as ascertained by him, and for specifying any errors found in the billing of the forwarding agent.

FORM 33.



COLUMBIA R.R.Co.
TICKET AUDITOR'S RECORD OF
INTERLINE BAGGAGE (EXCESS) FORWARDED C.O.D.
NUMBER 5075 DATE 189

COLUMBIA R.R.Co.
PASSENGER'S (EXCESS) DUPLICATE FOR
INTERLINE BAGGAGE FORWARDED C.O.D.
NUMBER 5075 DATE 189

COLUMBIA R.R.Co.
STRAP (EXCESS) CHECK FOR
INTERLINE BAGGAGE FORWARDED C.O.D.
NUMBER 5075 DATE 189

FROM CHICAGO
TO
ROUTE
CHECK NOS.
No. of TICKETS
WEIGHT AND RATE
Gross Excess
Free RATE

AGENT AT DESTINATION will collect on delivery, as follows:
For Excess Weight, as above,
" Storage for Ry
" Transfer " Ry
" Other Charges, (specified on back.)
Total Amount to be Collected

PASSENGER HOLDS
DUPLICATE CHECK No.

NOTE:—Space is provided on the back of the strap check for the forwarding agent to make further notations; also, for the receiving agent to certify to the actual total weight of the baggage, for specifying such errors as he may discover in the billing, and for entering the amount collected.

FORM 34.

COLUMBIA R.R. Co.

TRAIN BAGGAGEMAN'S RETURN OF EXCESS BAGGAGE STRAP CHECK

ISSUED BY COMPANY NAMED BELOW IN BILLING EXCESS BAGGAGE VIA AND BEYOND THIS LINE.

CARRIED ON

TRAIN NO.	DIVISION.	DATE 189
NAME OF ISSUING ROAD.		FORM OF CARD Prepaid or C.O.D.
No. of CARS	DATE OF ISSUE. 189	

FROM			
TO			
ROUTE			
CHECK NOS.			
No. of TICKETS	Excess WEIGHT, RATE,		
	Charges for Excess Weight		
	For Storage _____ R'y		
	" Transfer _____ R'y		
	" Other Charges, specified below,		
	TOTAL CHARGES,		

The above is a true and correct copy:

T.B.M.

NOTE:—Train Baggagemen's Returns should be supplied in pads or tablets of a hundred forms or less each, and should be limited in size to what may be conveniently carried in the vest pocket. The train baggageman will make return to the ticket auditor hereon of all excess baggage strap checks of other companies' issue attached to baggage received by him

FORM 35.

MONTHLY RETURN OF EXCESS BAGGAGE.

STATION.	No.	STATE.	DIVISION.	FOR MONTH OF	YEAR 189

....., 189 ..

To the TICKET AUDITOR.—The following is a statement of receipts from the sale of excess baggage tickets, and the collection of charges on baggage forwarded and received at the station; also, a report of all baggage forwarded C. O. D during the month stated above

.....Agent.

RECAPITULATION OF CASH RECEIPTS.	AMOUNT.	AS CORRECTED BY TICKET AUDITOR.
LOCAL CHARGES (PREPAID and C. O. D.—including Baggage Ticket Sales, Storage, Lost Checks, Etc.)		
INTERLINE CHARGES—PREPAID and C. O. D.		
TOTAL,		

CARDS, WAY-BILLS, ETC.	LOCAL.				INTERLINE.			
	Com'y No.	Class'y No.	No.	VOID NUMBERS.	Com'y No.	Class'y No.	No.	VOID NUMBERS.
PREPAID CARDS,								
C. O. D. "								
BAGGAGE TKTS.,								
" "								
" WAY-BILLS,								
STORAGE,								

BAGGAGE FORWARDED C. O. D.					AMOUNT TO BE COLLECTED AT DESTINATION.		
Card No.	DESTINATION.	ROUTE.	Excess Weight.	RATE.	LOCAL.	INTERLINE	REMARKS.

CHARGES COLLECTED ON LOCAL AND INTERLINE BAG'GE.					LOCAL.		INTERLINE.	
Card No.	DESTINATION.	ROUTE OF INTERLINE.	Excess Weight.	RATE.	COUPONS.	CASH.	COUPONS.	CASH.
	Excess Baggage Ticket Sales,							

FORM 35½.

RECORD OF MONTHLY RETURN OF EXCESS BAGGAGE.

STATION.	No.	STATE.	DIVISION.	FOR MONTH OF	YEAR 189

Forwarded to the TICKET AUDITOR, _____ 189__

showing the receipts from sale of excess baggage tickets, and collection of charges on baggage forwarded and received at this station; also, the detail of all baggage forwarded C. O. D. during the month stated above.

_____ Agent.

RECAPITULATION OF CASH RECEIPTS.	AMOUNT	AS CORRECTED BY TICKET AUDITOR.
LOCAL CHARGES (PREPAID and C. O. D.—including Baggage Ticket Sales, Storage, Lost Checks, Etc.)		
INTERLINE CHARGES—PREPAID and C. O. D.		
TOTAL,		

CARDS, WAY-BILLS, ETC.	LOCAL.				INTERLINE.			
	Comp'y No.	Ch'g No.	No.	VOID NUMBERS.	Comp'y No.	Ch'g No.	No.	VOID NUMBERS.
PREPAID CARDS,								
C. O. D. "								
BAGGAGE TKTS.,								
" "								
" WAY-BILLS,								
STORAGE,								

BAGGAGE FORWARDED C. O. D.					AMOUNT TO BE COLLECTED AT DESTINATION.		
Card No.	DESTINATION.	ROUTE	Excess Weight	RATE.	LOCAL.	INTERLINE.	REMARKS.

CHARGES COLLECTED ON LOCAL AND INTERLINE BAG'GE.					LOCAL.		INTERLINE.	
Card No.	DESTINATION	ROUTE OF INTERLINE	Excess Weight	RATE.	COUPONS.	CASH.	COUPONS.	CASH.
	Excess Baggage Ticket Sales.							

FORM 36.

From..... ...*to*.....*via*.....*to Train* .....

BAGGAGE RECEIPT AND WAY-BILL No. 1.

	CHARGES PAYABLE FOR.					
	Receiving Road	I. Connecting Road	II. Connecting Road	III. Connecting Road	IV. Connecting Road	
Weight of Baggage..... .....lbs.						
Deduct acc't.....*Tickets*..... "						
Balance to be paid for..... "	Dollars cts	Dollars cts	Dollars cts	Dollars cts	Dollars cts	Dollars cts
Freight Charges						
Military Baggage..lbs. " "						
Number of Dogs " "		Labels for other connecting lines are printed in "Red Ink."				
Total.....						
Stamp Duty.....						
Declared value of the Freight per lb. $..						
Damage in the event of any delay $....						
.....						
.....						

(The duplicate (attached) which is given to the passenger is the same as this. Passengers must arrive in time to have their baggage weighed and two blanks, such as the above, properly filled up, otherwise the baggage does not go.)

RECEIPT FOR EXCESS BAGGAGE CHARGES.—FORM 37.

Blank Road,

.....*Station*, ...18

Received of.....

$ ....., *for Charges on Excess Baggage, viz.*.....

.....

forwarded from.....*station to* ..... *station*

.....18 *Way Bill No*.....

....., *Agent.*

WAY-BILL OF PARCEL TRAFFIC.—FORM 38.

(Messengers must register their names in rotation across the outside of this way-bill.)

No..... *To.....* *From.....* *18...*

No. Pkg's.	Weight.	Value of Package.	From whom received.	To whom Addressed.	Destination.	Charges Advanced.	Unpaid Local Charges.	Total.	Prepaid Charges.	Remarks.

This form of way-bill is used by both agents and messengers.

Money way-bills in some cases, have the word "*Money*," printed upon them, but in other respects they are the same as the form described above, except that the column for weight is omitted. A different colored ink is, for convenience, sometimes used.

The duplicate or memorandum bill used by messengers and agents (as described further on) in connection with the traffic of half-reporting and non-reporting offices does not differ materially from the above form.

The receipt book, in common use, which the agent or messenger signs (for the way-bills which one delivers to the other) gives the name of the official making the delivery, the date number of way-bill, the date of same, whether money or freight, where from and where to; a column is also inserted for the name of the party receipting for the way-bills.

PARCEL TRAFFIC.—FORM 39.

Abstract of bills received and Balance Sheet, from.....Office, No.....
Including all Way-Bills and Proceeds received previous to.....18..

This Abstract forwarded to the General Office on Way-Bill No.....
Dated.....18..

No.	Date.	From.	When Bill is made by a Messenger his name will be entered in this column.	Advanced Charges.	Total Amount of Charges.	Deductions.

The amounts of the charges as entered on the way-bills are frequently incorrect. If the amount entered is too much, the excess is generally entered herein, in the column headed "Deductions." This column serves as a Clearing House for agents to adjust the overcharges of their stations in accordance with the facts. A full explanation of each deduction is required to be made upon the way-bill.

FORM 40.

C. O. D. ADVICE TO DESTINATION LINE, NO.....

OF BAGGAGE FORWARDED UNPAID.

To.....
.....R. R. Co.
.....

ACCOUNTING DEPARTMENT.
Ticket Auditor's Office.

Chicago,.....189....

Dear Sir:—On .....189...., Baggage bearing Check Nos.....was forwarded From.....
To.....via.....having attached C. O. D. Excess Baggage Card No.....for the collection of charges specified hereon.

AMOUNT OF CHARGES.		
For Excess Weight, (...lbs.)	....	....
" Storage, - - - - - -	....	....
" Other Charges, - - -	....	....
Total, - - - - - -	....	....

Please advise me on back hereof when the proportion due this Company will be reported, and greatly oblige the undersigned.

Very Truly Yours,

.....Ticket Auditor.

FORM 40.—*Continued.*

[This is printed on the reverse side of the preceding form.]

To.....
Ticket Auditor,
.....R. R. Co.

.....
.....189....

Dear Sir:—The collection of C. O. D. Baggage Charges mentioned on the other side, will be reported to your Company in.....
.....
.....
.....

Yours truly,.....
.....R. R. Co.

FORM 40.—*Continued.*

RECORD OF C. O. D. ADVICE TO DESTINATION LINE, NO.....

OF BAGGAGE FORWARDED UNPAID.

To.....
.....R. R. Co.
.....

ACCOUNTING DEPARTMENT,
Ticket Auditor's Office.

Chicago.....189....

CONCERNING INTERLINE BAGGAGE.

Forwarded C. O. D.....189...., ...bearing Check Nos.....From .....
To.....via.....having attached C. O. D. Excess Baggage Card Nos.....
for the collection of charges specified hereon.

AMOUNT OF CHARGES.		
For Excess Weight, (...lbs.)	....	....
" Storage, - - - - - -	....	....
" Other Charges, - - -	....	....
Total, - - - - - -	....	....

INDEX.

This volume is carefully Indexed, but for the convenience of the reader and to render the book easier to handle, the Index is included (with a full Index of the whole work) in volume Twelve under the title "GENERAL INDEX." This "GENERAL INDEX" is also, in a measure, an Encyclopedia of Railway Knowledge.

In all previous editions of the work each volume contained an Index, but as this was already embraced in the Twelfth Volume, it has been determined to change it in this edition (as indicated above) thus reducing the bulk of each volume, and making it more convenient for the reader to handle.